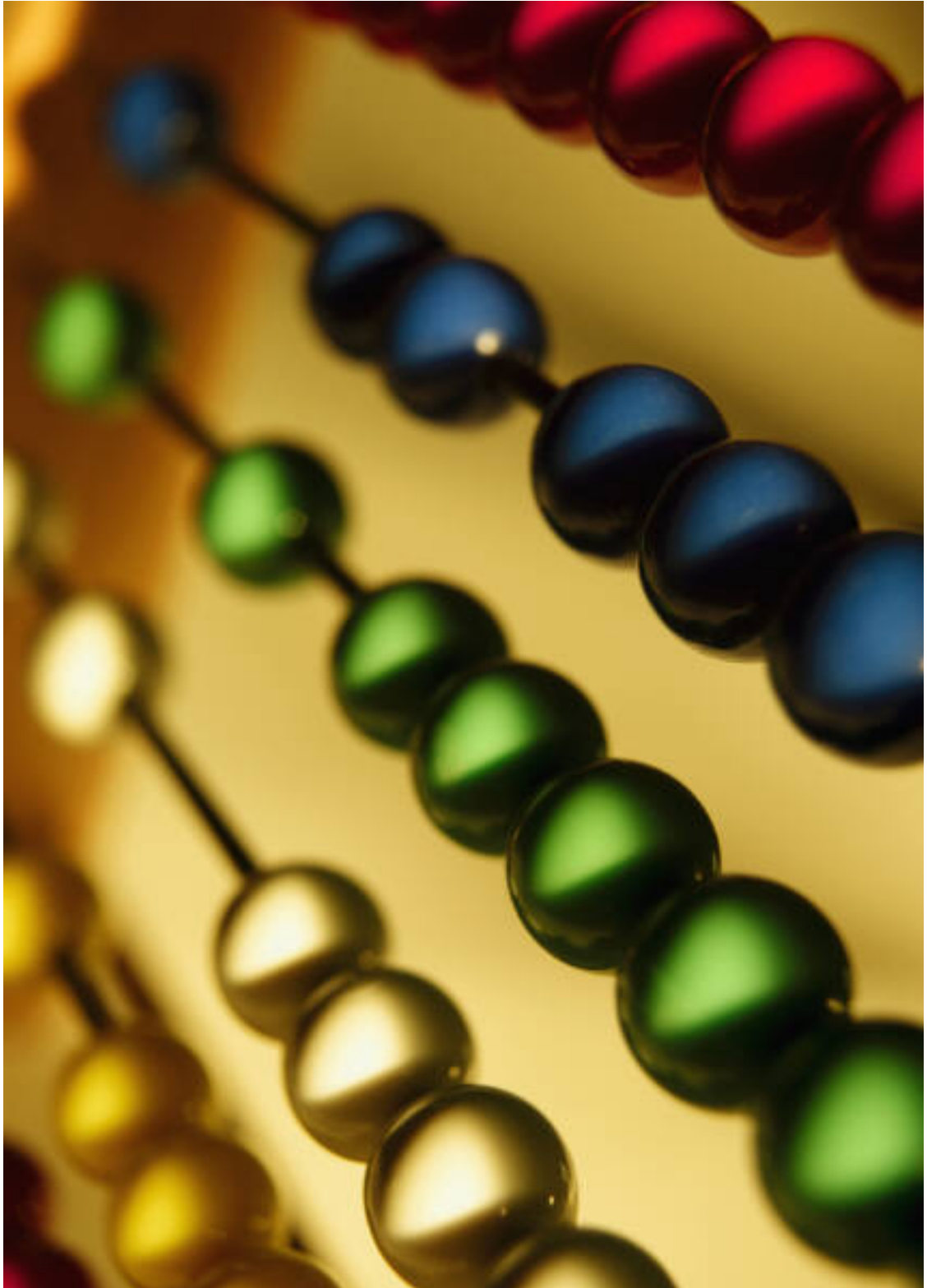# Bi-Weekly Report as of February 20, 2004

FSA Performance Plan – FY2004

SUMMARY

COMPLETED PROJECTS
- No new projects were reported as completed this reporting period.

GREEN LIGHT
- FSA and ED staff met with GAO representatives to discuss the eLoans initiative. GAO is preparing testimony on the current status of the E-Gov initiatives for a House of Representatives hearing scheduled for March. *(Project 37- Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives)*

- Communications staff is coordinating with OPA for a Video News Release (VNR) that will feature Secretary Paige. The Secretary will encourage individuals to file their FAFSA, as well as discuss the President's budget. The VNR will also be used as a lead-in to the Secretary's speech at the Spring Conference. *(Project 44 – Develop and implement internal and external communications strategy)*

- The Enterprise-wide Procurement Plan for FSA is in the final draft stage of development and should be completed by April 2004. *(Project 45 – Mature Enterprise-wide Procurement Plan)*

- FSA OCFO has coordinated with OCFO and Budget Service to establish a CAP that is agreed on by each of the three principal offices responsible for credit reform. The three offices jointly prepared project plans that will result in implementation of the CAP. *(Project 56 – Review Credit Reform estimates)*

YELLOW LIGHT
- The inability to complete the Annual Cost Neutrality Report as scheduled, as well as continuing issues with evaluating performance measures, places Project 22 *(Perform VFA activities)* in a Yellow status.

MISSED TARGET DATES
- Four Milestones that contribute toward the success of Project 16 *(Perform NSLDS maintenance and operations activities),* Milestones16.4, 16.5, 16.6 and 16.7, had a target completion date of January 2004. Although three of the four Milestones are 98% complete, the third Milestone *(16.6 - Provide monitoring functionality of GA and lender reasonability on a monthly basis)* continues to be reported as Red due to a delay in response from Policy and OGC for an interpretation of regulations.

- Milestone 55.1 *(Implement facilities needs)* had a target completion date of January 2004. GSA has given an award letter to CAMCON to perform build-out of Phases I and II. Once Phase III is negotiated, GSA will send an award letter for this phase. This Milestone is reported as 80% complete.

February 20, 2004

ACTION PLAN STATUS AT A GLANCE
as of February 20, 2004

| FSA No.	Indicator	Status
1	IMPLEMENT STUDENT AID AWARENESS INITIATIVES	G
1.1	Leverage partnership activities to disseminate FSA information	✔
1.2	Publish accurate and timely information that meets the needs of our audience	G
1.3	Disseminate information directly to target audience	G
1.4	Respond accurately and timely to requests	G
1.5	Reach customers through Student Aid on the Web	✔
2	IMPROVE CUSTOMER INTERACTIONS/CUSTOMER SERVICE CALL CENTER	G
2.1	Monitor customer feedback to improve services	G
3	CONDUCT APPLICATION PROCESSING (CPS, FOTW, PIN Site, IADD, PM)	✔
3.1	Implement application	✔
4	PROVIDE EDExpress APPLICATION MODULES	G
4.1	Release application module	✔
4.2	Release Common Origination and Disbursement module	G
5	PROCESS PELL & DIRECT LOAN TRANSACTIONS THROUGH COD	G
5.1	Issue COD software release	G
5.2	Issue COD SOO	G
6	ADMINISTER CAMPUS-BASED (eCB) ACTIVITIES	G
6.1	Issue final school award	G
6.2	Process FISAPs	G
6.3	Issue FISAP software release	G
7	UPGRADE POSTSECONDARY EDUCATION PARTICIPATION SYSTEM (PEPS)	G
7.1	Complete Oracle 9i Upgrade	G
8	EXPAND eZAUDIT INITIATIVE	NR
8.1	Commence contract start-up	G
8.2	Complete first full cycle of processing (all school types)	G
8.3	Improve audit review component of compliance activities by increasing the e-submission rate to 95%	G
9	ENHANCE PROGRAM MONITORING AND OVERSIGHT (APP & DEL SERV)	G
9.1	Meet or exceed audit resolution rate of 95% by the end of the fiscal year	G
9.2	Continue to measure school monitoring to assess overall compliance trends	G
9.3	Conduct School Relations initiatives	NR
9.4	Conduct Experimental Sites initiative	G
9.5	Administer the Quality Assurance program	G
9.6	Conduct vulnerability assessment	G
10	PRODUCE SCHOOL PUBLICATIONS AND MATERIALS	G
10.1	Annually update and disseminate the Federal Student Aid Handbook	NR
10.2	Update and disseminate Direct Loan Program publications	G
11	DEVELOP & DELIVER PROGRAM AND TECHNICAL TRAINING FOR SCHOOLS	NR
12	TRANSITION TO COMMON SERVICES FOR BORROWERS (CSB)	✔
13	ENHANCE PROGRAM MONITORING AND OVERSIGHT (BORROWER SERVICES)	G
13.1	Default Recovery Rate on FSA-held portfolio 9.5% or more	G
13.2	Update FSA-wide risk management and default prevention inventory.	G
13.3	Complete the work on the implementation of the life-time default rate measure.	G
13.4	Identify and enhance current delinquency/default prevention tools for the DLProgram	G
13.5	Conduct vulnerability assessment	G
14	IMPLEMENT HIGH QUALITY CUSTOMER SERVICE TO THE DL PORTFOLIO	G
15	IMPLEMENT PLAN TO IMPROVE CONTRACTOR OVERSIGHT TO DL CONSOLIDATION OVERPAYMENTS/UNDERPAYMENTS	G
16	PERFORM NSLDS MAINTENANCE/OPERATIONS ACTIVITIES	Y
16.1	Perform cohort default rate calculations, send, and post	G

FSA No.	Indicator	Status
16.2	Prepare/send GA fee calculations. Review Forms 2000 reasonability data	G
16.3	Review, evaluate, prepare GA NSLDS data integrity improvements reports	G
16.4	Make enhancements to Loan Processing and Issuance Fee (LPIF) process for rate changes	G
16.5	Participate in the formulation of school cohort default rate initiatives	G
16.6	Provide monitoring functionality of GA and Lender reasonability on a monthly basis	R
16.7	Upgrade Data Prep Software to be compliant with Windows 2000 and XP	G
16.8	Implement Education Credit Management Corporation (ECMC) file format changes	✔
17	RE-COMPETE CONTRACT FOR NSLDS MAINTENANCE/OPERATIONS	G
17.1	Award new contract	✔
17.2	Monitor and manage transition to new contractor	G
18	RE-COMPETE CONTRACT FOR FP DATA MART MAINTENANCE/OPERATIONS	✔
18.1	Award new contract	✔
18.2	Monitor and manage transition to new contractor	✔
19	PERFORM MAINTENANCE/OPERATIONS ACTIVITIES FOR THE FP DATA MART	G
19.1	Quarterly status report on ways to improve effectiveness/efficiency of Data Mart review process	G
19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes	G
19.3	Monitor Data Mart feeds to provide accurate, concise and timely data to users	G
20	PERFORM FINANCIAL PARTNERS PORTAL OPERATIONS ACTIVITIES	G
20.1	Monitor and evaluate web page hits to drive future postings to portal	G
20.2	Maintain current and relevant information to financial partners' user community	G
20.3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal	G
21	PERFORM LEAP/SLEAP ACTIVITIES	G
21.1	Review, evaluate, reconcile, and prepare performance reports	G
21.2	Prepare and submit clearance paperwork	G
21.3	Review/approve applications from states. Obligate, generate, and mail grant award notifications	G
22	PERFORM VOLUNTARY FLEXIBLE AGREEMENT (VFA) ACTIVITIES	Y
22.1	Perform cost neutrality analysis and provide results	R
22.2	Prepare performance measure assessment and benchmarking reports	Y
22.3	Evaluate new applications for VFA	G
22.4	Foster effective working relations with guaranty agencies during scheduled site visits	G
23	PERFORM MAINTENANCE/IMPROVEMENTS TO THE FP ELECTRONIC RECORDS MANAGEMENT (ERM) SYSTEM	G
23.1	As appropriate, integrate ERM work with other FSA business units	G
23.2	Analyze and evaluate the current use of the ERM system to identify improvements	G
24	PROMOTE EFFECTIVE/EFFICIENT COMMUNICATIONS INTERNALLY & EXTERNALLY	G
24.1	Coordinate and enhance communications within Financial Partners and externally	G
24.2	Hold quarterly checkpoints for all areas of FP service concerning communications	G
25	ENHANCE PROGRAM MONITORING & OVERSIGHT (FP)	G
25.1	Participate and provide Financial Partners Channel support for ED audit	G
25.2	Prepare and conduct program reviews of guaranty agency and lenders/servicers	G
25.3	Analyze and collect third-party audit findings	G
25.4	Utilize GA/lender scorecards to reduce risk and improve review process	G
25.5	Partner with guaranty agency community on the Common Review Initiative (CRI)	G
25.6	Conduct vulnerability assessment	G

FSA No.	Indicator	Status
26	SUSTAIN CLEAN AUDIT OPINION, ADDRESS MATERIAL WEAKNESSES AND REPORTABLE CONDITIONS IDENTIFIED IN ANNUAL FINANCIAL STATEMENT AUDITS	G
27	PERFORM INTERNAL CONTROL REVIEWS TO ENHANCE FINANCIAL MGMT	G
28	FINALIZE FY 2002 & FY 2003 COST ACCOUNTING MODEL AND DEVELOP BASELINE FY 2002 UNIT COSTS	G
29	SUSTAIN/IMPROVE TIMELY RECONCILIATIONS & IMPLEMENT OTHER PROCEDURES TO COMPLY WITH FY 2004 ACCELERATED REPORTING REQUIREMENTS	G
30	MANAGE FMS OPERATIONS	G
31	DEVELOP & DEPLOY ENTERPRISE PERFORMANCE TEST ARCHITECTURE	G
32	PROVIDE ENTERPRISE & DATA ARCHITECTURE MANAGEMENT	G
33	PROVIDE SECURITY & PRIVACY SUPPORT TO FSA BUSINESS UNITS	G
34	PROVIDE INTEGRATED TECHNICAL ARCHITECTURE (ITA) & ENTERPRISE APPLICATION INTEGRATION (EAI) MAINTENANCE AND PRODUCTION SUPPORT	G
35	SUPPORT THE FSA IT ASSETS AT THE VDC WITH LINES OF SERVICE	NR
36	CONTINUE ENTERPRISE QUALITY ASSURANCE PROGRAM TO SUPPORT THE FSA CIO IN CONDUCTING SYSTEMS ASSESSMENTS/EVALUATIONS	G
37	SUPPORT ED, CUSTOMERS AND BUSINESS PARTNERS BY PARTICIPATING IN THE PRESIDENT'S MANAGEMENT AGENDA E-GOVERNMENT INITIATIVES	G
37.1	Release GovLoans Gateway	G
38	PROVIDE HIGH QUALITY INFORMATION, RESEARCH AND INFORMAL PROBLEM RESOLUTION SERVICES TO STUDENT LOAN BORROWERS AND OTHER PARTICIPANTS IN STUDENT AID PROGRAMS	G
39	CONDUCT REAUTHORIZATION ACTIVITIES	NR
40	POLICY LIAISON PLACEHOLDER	NR
41	PLAN AND MANAGE FSA CONFERENCES	NR
42	MANAGE, DEVELOP AND UPDATE CONTENT FOR FSANet	G
43	MANAGE CONTROLLED CORRESPONDENCE FUNCTIONS	G
44	DEVELOP & IMPLEMENT INTERNAL/EXTERNAL COMMUNICATIONS STRATEGY	G
45	MATURE ENTERPRISE-WIDE PROCUREMENT PLAN	G
45.1	Complete market research to resolve plan issues	G
45.2	Synch Plan w/BIG End State Vision	G
46	DEVELOP ACQUISITION WORKFORCE	G
47	IMPLEMENT ENTERPRISE CONTRACT PERFORMANCE MONITORING MEASURES AGAINST NEW SYSTEMS CONTRACT AWARDS	Y
47.1	Incorporate CSB into enterprise process	Y
47.2	Incorporate Integrated Front-End Delivery Systems (FEDS) into enterprise process	R
48	CONTINUOUSLY UPDATE AND MONITOR PROCUREMENT INTERNAL CONTROLS	G
48.1	Establish monitoring and reporting process for government furnished property	G
48.2	Establish reporting process to monitor vendor performance	G
49	INCREASE CONTRACT DOLLARS AWARDED TO SMALL BUSINESSES	G
49.1	Increase dollars awarded directly to small businesses	G
49.2	Increase dollars awarded through large business primes to small business subs	G
50	CONTINUE TO IMPLEMENT INTEGRATED PROJECT MANAGEMENT OVERSIGHT FOR FSA'S SYSTEM INTEGRATION ACTIVITIES	G
51	EVALUATE & IMPLEMENT SELECTED PROJECT MANAGEMENT STANDARDS BASED ON THE SOLUTION LIFE CYCLE	G
52	RESTRUCTURE INTEGRATION LEADERSHIP SUPPORT TO TRANSITION TO FSA STAFF	G
53	PREPARE & CONTINUALLY MONITOR/REPORT ON THE ACCOMPLISHMENTS OF THE HIGH RISK PLAN	G
54	DELIVER WORKFORCE DEVELOPMENT AND SUPPORT PROGRAMS	G

FSA No.	Indicator	Status
54.1	Continue Intern Program	G
54.2	Conduct FSA Orientation	G
54.3	Implement results of One-ED Competitions	G
54.4	Update Skills Catalog/Learning Tracks	G
54.5	Implement Workforce Alignment Strategy	G
55	PERFORM FACILITIES MANAGEMENT ACTIVITIES	G
55.1	Implement facilities needs	G
55.2	Coordinate security needs	G
55.3	Administer records management	G
55.4	Coordinate the distribution of the Transit-Benefit program	G
56	REVIEW CREDIT REFORM ESTIMATES	G
57	DEVELOP TRIAL BALANCE CAPABILITY FOR COD AND CSB	G
58	SUPPORT THE IMPLEMENTATION OF ORACLE FEDERAL FINANCIALS RELEASE 11i	G
59	IMPLEMENT AUTOMATED BUDGET FUNDING ENTRY SOLUTION	G
60	IMPLEMENT FORMS 2000 ADDITIONAL ENHANCEMENTS	G
61	IMPLEMENT ENTERPRISE DATA STRATEGY INITIATIVES	NR
61.1	Map current state and future state business flows of data	✔
61.2	Develop requirements and initial design for common identifiers for schools and students	✔
61.3	Develop an integrated data warehouse and Data Mart strategy	✔
61.4	Develop technical standards, conventions and data management guidelines	✔
61.5	Determine current data quality and establish a target state plan and quality assurance process	✔
61.6	Develop an enterprise-wide extensible markup language (XML) technical architecture framework to enhance data sharing and standardization with our external customers	✔
61.7	Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management Oversight (eCMO), NSLDS and electronic Campus-based systems	G
61.8	Conduct market research to validate the feasibility of the target conceptual design	G
61.9	Develop the detail Data Quality Execution Plan	G
61.10	Develop a holistic XML Management Plan	G
62	BEGIN THE IMPLEMENTATION OF COMMON SERVICES FOR BORROWERS (CSB)	G
62.1	Award Contract	✔
62.2	Begin implementing Phase I of the FSA-approved transition plan	G
63	IMPROVE SCHOOL PARTNER OVERSIGHT	G
63.1	Implement Trading Partner Management (TPM) system	G
63.2	Develop Consolidated requirements for TPM system	G
63.3	Develop enrollment high-level design	✔
63.4	Develop access high-level	✔
63.5	Develop Routing ID (RID) high-level design	✔
63.6	Select competitively a vendor to perform the conceptual design and development of the TPM system	G
63.7	Begin requirements gathering for eCMO	✔
63.8	Procure the design of a workflow tool for SEC	G
64	IMPROVE THE ACCURACY OF APPLICANT DATA	✔
64.1	Improve the effectiveness of verification	✔
64.2	Restructure CPS to become a multi-year database	✔
64.3	Implement ISIR Data Mart	✔
65	CREATE A TARGET STATE VISION OF A FRONT END BUSINESS INTEGRATION (FEBI)	G
65.1	Conduct market research	✔

ACTION PLAN STATUS AT A GLANCE
as of February 20, 2004

FSA No.	Indicator	Status
65.2	Issue CPS Statement of Objective (SOO)	✔
66	RE-ENGINEER NSLDS (PENDING DATA STRATEGY OUTCOME)	G
67	PREPARE TO IMPLEMENT IRS DATA MATCH	G
68	CONTINUE LEARNING COUPON PROGRAM	G
69	PROVIDE CAREER ZONE SERVICES	G
70	INCREASE STUDENT FINANCIAL AID PROGRAM AWARENESS	G
70.1	Expand federal student aid awareness and outreach program	G
70.2	Develop and implement long-term mass marketing strategy	G
71	RE-ENGINEER EDExpress	G
71.1	Conduct A & F Study with product registration	✔
71.2	Link application processing to FAA Access	✔
71.3	Implement Return to Title IV Web Release	G
72	DEVELOP A LATE DISBURSEMENT APPROVAL AND TRACKING SYSTEM	NR
73	DEVELOP FSA SECURITY AND PRIVACY ARCHITECTURE PILOT	G
74	IMPLEMENT LEADERSHIP EXCELLENCE DEVELOPMENT TRAINING	Y

Key:

G	On Track
Y	Progress Concerns
NR	Not Reported
R	Management Intervention Required
✔	Completed
Cancelled	The project will not be completed in FY 2004 due to a shift in FSA leadership priorities, and therefore, unappropriated resources.
	Operations
	Discretionary

FSA Project Status Report

FSA No	Area	Action Item			
		Status_Date Comments		*%Complete*	*Status*
1	**ADS**	*Implement student aid awareness initiatives.*			
		2/20/2004	Exceeding expectations in several sub-tasks.	20%	Green
2	**ADS**	*Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).*			
		2/20/2004	CCSC continues to progress in three areas identified for improvement--promoting the IFAP subscription service, assisting the Ez Audit staff, and improving the search capabilites on the IFAP and School Portal websites. New subscriber data will be available at the beginning of March. CCSC will train the Ez Audit staff on simplified Lotus Notes software that will be available soon. A new Google search engine is expected to go live by the Spring Conference (3/29/2004).	39%	Green
		1/23/2004	As of this first reporting period, CSCC has identified and is making the following changes: Promote IFAP subscription service more heavily this year, because it allows Financial Aid Administrators to customize content pushed to them via e-mail as well as frequency of receipt. This service increases convenience and can serve as a "tickler" for new or overloaded FAAs. Assist EZ-Audit team, by - having CSCC team handle EZ-Audit call center overflow - advising on customer service improvements for phone & web.	31%	Green
3	**ADS**	*Conduct application processing [Central Processing System (CPS), FAFSA on the Web (FOTW), PIN Site, Improve the Accuracy of Applicant Data (IAAD), Participation Management (PM)].*			
		1/23/2004	Successfully implemented the 2004-2005 version of the Central Processing System (CPS) - the primary processor of the Free Application for Federal Student Aid (FAFSA); Successfully launched the FSA Personal Identification Number (PIN) web site; Successfully completed the Accuracy of Applicant Data (IAAD) project using data from an IRS statistical study of 2002-2003 FAFSA applicant data and 2001 IRS data; Successfully launched the Participant Management (PM) system.	100	Completed
4	**ADS**	*Provide EDExpress application modules.*			

		2/20/2004	The final week of Acceptance testing is winding down. There seems to be several issues around Help Text that continue to be problematic, so Pearson has set up a special QC team to revew. This involves 16 FSA staff, two Pearson staff and one Macro (subcontractor) staff person. Of the 16 FSA staff, six are Application Processing Headquarters staff, six are Application Processing regional staff and the other four are COD regional staff.The PRR for the EDExpress Pell and DL modules is scheduled for March 19, 2004 with posting to FSAdownload by March 31, 2004. In addition:Requirements for the Student Status Confirmation Report (SSCR) stand-alone module have closed. Detail Design Documents are due for review in two weeks.IST Testing for Release 2.0 (Pell and Direct Loan) with COD began on Monday, February 9th and continues with little or no issues at this time.	95%	Green
5	**ADS**	*Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.*			
		2/20/2004	On track and making progress towards towards completion of both milestones--issuing the COD software release and issuing the Front End Business Integration (FEBI) Statement of Objective (SOO). On schedule to be ready to process 2004-2005 records on 3/15/2004. Draft FEBI SOO will be ready for review by business owners on 2/20/2004.	52%	Green
		2/6/2004	Incremental progress is being made toward both milestones according to plan. Project % complete in first report was underreported mistakenly (based on Sep-04 not Jun-04 Target Completion Date).	47%	Green
		1/23/2004	On track overall. Note potential for future change to Target Completion Date in project 5 (not requested at this time).	31%	Green
6	**ADS**	*Administer Campus-Based (eCB) activities.*			
		2/20/2004	Project is on track. Calls are being made to schools with incomplete or inaccurate FISAPs, final awards are on track to be issued by 4/1/2004, and the new FISAP software is being tested. Request to change Target Completion Date for milestone 6.1 (Issue final school award) from 4/30/2004 to 4/1/2004 was approved by the IPC. Request to change Target Completion Date for milestone 6.2 (Process FISAPs) from 11/2003 to 4/2004 was revised by the IPC. The IPC requested that milestone 6.2 be broken out into multiple milestones that document the FISAP processing cycle. As a result, a proposal will be submitted to the IPC that results in five milestones for this project. Four milestones document the FISAP processing cycle, and one milestone continues to document the new FISAP software release.	52%	Green
		1/23/2004	First Success Measure date listed is too late; should be April 1, 2004. Campus-Based Operations are on track. See 6.2 Target Completion Date change request.	31%	Green
7	**ADS**	*Upgrade Postsecondary Education Participation System (PEPS).*			

FSA No	Area	Action Item			
		2/20/2004	On track for 2/28/2004 completion of the upgrade to the Windows NT server that houses the E-App (the school eligibility interface).	90%	Green
			Note that the request to change the Target Completion Date for milestone 7.1 from 12/2003 to 2/2004 was revised by the IPC. The IPC requested that the milestone be expanded/revised to better reflect the tasks required to complete the PEPS upgrade. Two milestones--one covering the upgrade of the PEPS server to Oracle 9i (completed on 12/21/2003) and one covering the upgrade of the Windows NT server that houses the E-App--have been submitted for IPC approval.		
		2/6/2004	We are on track for completion of the upgrade this month.	85%	Green
		1/23/2004	Although PEPS was upgraded in December, we learned that procurement of additional hardware was necessary before the E-App (school eligibility web interface) could be upgraded. Delivery of hardware and completion of upgrade are scheduled for 2/28/04. We request that the Target Completion Date be changed to 2/28/04 due to this unexpected change in scope.	76%	Green
8	ADS	Expand eZAudit initiative.			
		1/23/2004	A modified contract is inplace, processing of all school types has been accomplished, and school registration is occuring daily.	30%	Green
9	ADS	Enhance program monitoring and oversight.			
		2/20/2004	activity is occurring on all milestones. Mtg scheduled for next week on vulnerability assessment.	25%	Green
10	ADS	Produce school publications and materials.			
		2/20/2004	There are no outstanding or back-ordered requests for publications or documents at the warehouse. Direct Loan Counseling guides are being revised and printed. Assessment of other Direct Loan publications in need of update is underway.	39%	Green
11	ADS	Develop and deliver program and technical training for schools through a combination of videoconferences, web-based training, and classroom experiences.			
		1/23/2004	The success measures are to award the training contract by April, and implement a new registration system by March. We do not expect any problem in meeting both those deadlines.	40%	Green
			Since there are no milestones on the other page and I am unable to add them I am putting these here:		
			Award new training contract by April 2004. 75 percent complete. Status: green Implement new registration system by March 2004. 40 percent complete. Status: green On an ongoing basis, review and analyze participant/instructor evaluations of training sessions, attendance data, adherence to budgetary constraints, and production schedules to ensure optimal delivery of FSA training programs. Will report the outcome of these analysis periodically. Ongoing. Approximately 40 percent of the analysis that is expected to be done in FY 04 is complete. Status:green.		

FSA No	Area	Action Item		%Complete	Status
		Status_Date **Comments**			
12	BS	*Transition to Common Servicers for Borrowers (CSB) as Direct Loan Consolidation System (DLCS) contract expires.*			
		1/23/2004	The contract deliverables were transferred to CSB. There was no interruption in service during transition.	100	Completed
13	BS	*Enhance program monitoring and oversight.*			
		2/19/2004	Each of the milestones for this particular action item is on track.	25%	Green
			Default Recoveries have increased 50% over the same period in 2003.		
			The Risk Management Group is reviewing FSA-wide inventory for default prevention. They have also developed a straw man to help determine when in the life of a loan a borrower might default.		
			Consolidation staff achieved their goal to reduce overpayments by 20% in 2004 and reduce underpayments by 10% in November 2003.		
			The Direct Loan Servicing Group and the ACS Team have incorporated specific incentives and disincentives into the CSB contract to help decrease delinquency and default rates and improve customer service.		
			In January the Direct Loan Servicing group achieved their goal to increase the cure rate on the 180 plus days delinquent Direct Loans by 1% over the FY03 baseline.		
			A vulnerability assessment of backend functions will be ongoing thru phase 1 and phase 2 of the CSB implementation.		
14	BS	*Implement plan to provide high quality customer service to the Direct Loan portfolio.*			
		2/19/2004	Nothing new to report	25%	Green
		2/6/2004	Borrower Services has reviewed the ACSI scores from FY 2003 and has included language in the CSB proposal to explain how our current Customer Service levels should be maintained or improved. Borrower Services staff will continue to track and document the Customer Service changes in the CSB plan until completion.	25%	Green
		1/23/2004	The baseline will be determined March 30, 2004.	00%	Green
15	BS	*Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.*			
		2/18/2004	The 20% reduction in overpayments and the 10% reduction in underpayments were achieved in November 2003. The reductions continued to be achieved in January 2004. The target for overpayments for January 2004 was $2,265,585; the actual dollar amount was $1,696,452. The target for under payments for January 2004 was $778,092; the actual dollar amount was $735,918. Consolidation staff will work to maintain the 20% reduction in overpayments and the 10% reduction in underpayments each month thru September 30, 2004.	27%	Green

		2/6/2004	Loan Consolidation is submitting a change in the performance measure for this project to accurately reflect the baseline figures for the overpayment and underpayment. The new measure will read: Reduce the dollar amount of overpayments by 20% (from $2,831,981 to below $2,265,585) and underpayments by 10% (from $864,546 to below $778,092) by September 30, 2004. (The baseline for this measure is determined by the 13-month average dollar amounts outstanding for each overpayment and underpayment at the end of August 2003.) The 20% reduction in overpayments and the 10% reduction in underpayments were achieved in November 2003. The reductions continued to be achieved in December 2003. The target for overpayments is $2,265,585; the actual dollar amount was $1,820,883 in December 2003. The target for under payments is $864,546; the actual dollar amount was $483,596 in December 2003. Consolidation staff will work to maintain the 20% reduction in overpayments and the 10% reduction in underpayments each month thru September 30, 2004.	25%	Green
		1/23/2004	The 20% overpayment and 10% underpayment goals were achieved for November 2003 and continued to be achieved in December 2003. Consolidation staff will work to maintain the 10% and 20% level each month thru September 30, 2004.	25%	Completed
16	FPS	*Perform National Student Loan Data System (NSLDS) maintenance and operations activities.*			
		2/20/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task orders are within budget, with all but monthly Forms 2000 reasonability. Milestones 16.6 and 16.7 have been placed on hold pending decisions from policy and/or OGC.	48%	Yellow
		2/6/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task orders are within budget, with all but monthly forms 2000 reasonability. Milestones 16.6 and 16.7 have been placed on hold pending decisions from policy and/or OGC.	30%	Yellow
		1/23/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task orders are within budget, with all but monthly forms 2000 reasonability. This project has been put on hold awaiting a policy decision.	25%	Green
17	FPS	*Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.*			
		2/20/2004	The new contractor continues to make progress. Participated in a meeting to coordinate relocation of the call center from Greenville, TX to Iowa City, IA. Another meeting was held to coordinate/plan the transition of the development center from the Raytheon facility to the new contractor's facility. We are working with the current vendor to discuss the transfer of critical historical NSLDS documentation.	58%	Green
		2/6/2004	Transition planning is underway with meetings and site visits.	52%	Green
		1/23/2004	New contract has been awarded and transition process has begun.	50%	Green
18	FPS	*Re-compete contract for Financial Partners Data Mart maintenance/operations and transition to new contractor.*			
		1/23/2004	This contract was awarded on Friday, 9.26.2003. Transition was successfully completed with no impact to user community. Final deliverables for transition activities were received and accepted on Thursday, 1.22.2004.	100	Completed
19	FPS	*Perform maintenance and operations activities for the Financial Partners Data Mart.*			

FSA No	Area	Action Item			
		Status_Date	**Comments**	**%Complete**	**Status**
		2/20/2004	Maintenance and operations activities for this reporting period include review of the last quarter FP Data Mart Usage Report and modification of the Quarterly Control Report. Recommended changes to the Lender Score Card were received and are pending review by management.	25%	Green
		2/6/2004	First set of reports and recommendations will be submitted 4.30.2004.	15%	Green
		1/23/2004	Looking at ways to modify current QC process. Review is anticipated to be completed within the next 45 days.	00%	Yellow
20	**FPS**	*Perform Financial Partners Portal operations activities.*			
		2/20/2004	Analysis for the 1st quarter FP Portal Usage Report has been completed. Community member data was received from PEPS to update the portal.	10%	Green
		2/6/2004	Milestones 20.1 and 20.2 will be completed in FY04. Milestone 20.3 completion date will be reviewed after FP determines what steps will be used to obtain external input.	05%	Green
21	**FPS**	*Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.*			
		2/20/2004	Progress on reviewing and reconciling the LEAP/SLEAP Annual Performance Reports continued over the past 2 weeks and the process is 90% complete.	63%	Green
		2/6/2004	Project is on schedule to meet FY04 deliverables with no foreseeable problems.	58%	Green
		1/23/2004	Project is on schedule to meet FY04 deliverables with no foreseeable problems.	55%	Green
22	**FPS**	*Perform Voluntary Flexible Agreement (VFA) activities.*			
		2/20/2004	The inability to complete the Annual Cost Neutrality Report as scheduled and continuing issues with evaluating performance measures place this project in a yellow status.	44%	Yellow
		2/6/2004	Staffing for the VFA project is an issue that is being addressed in discussions with the FP Management. A meeting to discuss VFA "hot topics" is scheduled with FPS/CFO Senior Management on Friday, 2.6.2004.	34%	Yellow
		1/23/2004	Staffing for the VFA project is an issue that is being addressed in discussions with the FP Management. The decision from the 1.21.2004 FSA/OPE meeting to move forward with accepting and reviewing all new VFA proposals will be factored into these discussions.	30%	Yellow
23	**FPS**	*Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.*			
		2/20/2004	FP staff met with Schools Services representatives on Thursday, 2.19.2004 for the ERM Kick-off Workgroup Meeting. The purpose of the group is to identify issues and areas of improvement to ERM.	20%	Green
		2/6/2004	FP will coordinate with Schools channel to identify issues/findings as well as improvements that may be implemented in ERM. Meeting will be scheduled for the week of 2.9.2004.	15%	Green
		1/23/2004	Con-call meeting held with FSA and ECMC representatives to discuss ERM since the new contract was awarded to ECMC.	05%	Green

FSA No	Area	Status_Date	Comments	%Complete	Status
24	**FPS**		*Promote effective and efficient communications internally and externally.*		
		2/20/2004	Upon review of the scope of this project, it has been determined that this effort is not operational nor lends itself to overall FSA communications and therefore should be removed. A recommendation will be submitted to the Management Council for consideration.	10%	Green
		2/6/2004	Upon review of the scope of this project, it has been determined that this effort is not operational nor lends itself to overall FSA communications and therefore should be removed. A recommendation will be submitted to the Management Council for consideration.	10%	Green
		1/23/2004	Draft of the Communication Plan completed and shared with all employees. All unit managers, including the Regions, have provided input and consolidation of the input will be completed by Monday, 2.2.2004. Many issues are currently being worked upon.	10%	Green
25	**FPS**		*Enhance program monitoring and oversight.*		
		2/20/2004	To support the ED Audits, FP Met with the FSA/CFO audit lead to discuss coordinating Washington and regional FP staff for the audit. In preparation for the continuation of the national reviews, FP reviewers are performing pre-on-site analysis. To improve utilization of the score cards, both FSA and contractor staffs continue working issues resulting from changes to the LaRS that is impacting the Lender Score Card. Load of the Annual Report into the FP Data Mart is progressing slowly. Only 7 of 36 reports have been submitted. In support of the Common Review Initiative (CRI) process, FP staff has been committed to CRI reviews.	30%	Green
		2/6/2004	FP efforts assigned to this project continue to make progress.	28%	Green
		1/23/2004	All FP efforts assigned to this project proceed on track and continue to move forward.	25%	Green
26	**CFO**		*Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.*		
		2/20/2004	FSA CFO continues to coordinate with OCFO, Ernst and Young to plan for the FY'04 audit.	08%	Green
		2/6/2004	Meetings continue with FSA channel and programs to identify audit liaisons in each area and CFO has met with them in order to perform preliminary planning for FY'04. FSA CFO continues to coordinate with OCFO, OIG and Ernst and Young to plan for the FY'04.	05%	Green

FSA No	Area	Action Item			
		Status_Date	**Comments**	**%Complete**	**Status**
		1/23/2004	FSA CFO has coordinated with the Department's external auditors from Ernst & Young to identify leading practices, lessons learned, and opportunities for improvement in the financial statement audit process. Based on these meetings, FSA CFO has standardized data downloads to be delivered as "provided-by-client" (PBC) audit evidence. FSA CFO has also met with representatives of the CSB solution and its operating partner, ACS, to ensure continuity of leading practices and to promote sustained clean opinions as the CSB solution is implemented. In order to further improve communications within FSA and minimize redundant efforts, FSA CFO has also worked with FSA channels and programs to identify audit liaisons in each area and has met with them in order to perform preliminary planning for FY04. Further FSA CFO has coordinated with OCFO and Budget Service to develop and submit agreed-on Corrective Action Plans related to the two reportable conditions and other matters identified in Ernst & Young's Internal Control Report. Also, FSA CFO has committed human resources to establish a position that will be responsible for all audit coordination efforts, has announced a competitive selection process, and has selected a well-qualified candidate.	05%	Green
27	**CFO**	*Perform internal control reviews to enhance financial management.*			
		2/20/2004	FSA CFO will perform system internal control reviews for FMS and CSB. Contractors will be hired to assist with an independent review of the internal controls of the chosen systems. SOO and IGCE is being drafted now.	18%	Green
		2/6/2004	FSA CFO is identifying the next systems for which an internal control review will be performed. Contractors will be hired to assist with an independent review of the internal controls of the chosen systems.	17%	Green
		1/22/2004	FSA CFO is establishing an internal control framework. This framework is based on the COSO framework (I.e., as defined in the Committee of Sponsoring Organizations of the Treadway Commission's Internal Control-Integrated Framework, 1992) and incorporates the Control Objectives for Information and Related Technology (COBIT), 3rd Release 2000. The framework shall help management baseline its control performance and measure its progress. FSA CFO is currently prototyping the framework in order to demonstrate its functionality. Once the framework is established, a review of the control baseline will be performed to identify opportunities to improve internal controls and internal control documentation.	15%	Green
28	**CFO**	*Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.*			
		2/20/2004	The ABC SOO has been delivered to Contracts. Reconciliation continues between FSA's Status of Funds report, Statement of Net Cost, and ABC downloads. Most differences have been identified and research has begun on these differences.	19%	Green
		2/6/2004	The ABC SOO has been delivered to Contracts. Reconciliation has begun between FSA's Status of Funds report, Statement of Net Cost, and ABC downloads. Initial differences have been identified and research has begun on these differences.	17%	Green
		1/23/2004	FSA CFO has developed an ABC planning document, including an implementation schedule. Also, an SOO has been drafted and is to be delivered to the contractor by the end of January. The current schedule anticipates a completion of FY2002 and FY 2003 models by 9/30/04, as required.	15%	Green
29	**CFO**	*Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.*			
		2/20/2004	Desk procedures to be delivered by Deva on Friday, February 20th.	05%	Green

		2/6/2004	On-going meetings with Deva & Associates to document all account reconciliation data feeds, matching criteria, outputs, analyses, documentation steps, review/approval steps and procedures.	05%	Green
		1/23/2004	FSA CFO has drafted a project plan to deliver FY04 reconciliations that meet the needs of the audit and also comply with new quarterly financial reporting requirements established by OMB. Fulfillment of this project plan will be particularly challenging in light of additional resource demands related to the CSB solution, the GAO High Risk assessment, Oracle 11i implementation needs, CAP implementation demands, and other resource-intensive initiatives. Therefore, FSA CFO has placed a high priority on automating, streamlining, redesigning, and systematizing its reconciliaiton procedures -- while maintaining and improving their quality. FSA CFO has evaluated several automated application tools available and has identified CheckFree as the vendor that can best help FSA sustain and improve timely account reconciliations. To achieve this objective, FSA and its contractor, Deva & Associates, have been rigorously documenting all account reconciliation data feeds, matching criteria, outputs, analyses, documentation steps, review and approval steps, and related procedures.	05%	Green
30	CFO	*Manage FMS operations.*			
		2/20/2004	FMS Operations continues to operate smoothly. EDS passed all of the disincentive SLAs and provided Superior performance, justifying the 10% incentive.	40%	Green
		2/6/2004	FMS Operations continues to operate smoothly. The new FMS Operations contractor, EDS, recently completed the second month of its FMS Operations task order. In January, EDS appears to have once again passed all of the disincentive SLAs. Example performance metrics by which EDS is paid for the month of December include: closing the monthly accounting period in 2 business days, resolving >93% of user problems within one day, and processing files for eight of FMS's regular interfaces within prescribed timeframes.	37%	Green
		1/23/2004	FMS Operations continues to operate smoothly. The new FMS Operations contractor, EDS, recently completed the first month of its FMS Operations task order. The new contract established 23 service level agreements (SLAs) that can reduce EDS's monthly invoice by 84% and 2 SLAs that can increase it by 15%. In December, EDS passed all of the disincentive SLAs; documentation is still being compiled to determine if they have passed both of the incentive SLAs. Example performance metrics by which EDS is paid for the month of December include: closing the monthly accounting period in 2 business days, resolving >93% of user problems within one day, and processing files for eight of FMS's regular interfaces within prescribed timeframes.	33%	Green
31	CIO	*Develop and deploy Enterprise Performance Test Architecture.*			
		2/20/2004	Market research has been completed and the procurement processes has begun. The RFQ is being prepared by Contracting. The target date for distribution of the RFQ is Friday 2/20/04.	05%	Green
		2/5/2004	Final draft of SoO is complete and is in review. Working with Contacts to begin the acquisition process.	05%	Green
		1/23/2004	Market research is currently being performed. Coordinating with contracting to begin the acquisition process. 2nd draft of the SOO is complete and ready for internal FSA review. First draft of core acquisition documents completed	00%	Green
32	CIO	*Provide Enterprise and Data Architecture management.*			

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
		2/20/2004	The EA team consulted with the Department of Education and the Dept's EA Team by providing recommended updates to the ED Business Case Template. The EA team participated in an IAC Exhibit 300 Feedback meeting advocating better data standards within an overall OLAP-type process to improve analysis and reporting for both the agencies and OMB. In addition, Exhibit 300 process improvement suggestions were conveyed to OMB. OMB is interested in hearing more and is planning an FSA on-site visit. The DA Team provided input and comments to the Departments ongoing EA initiative. The team continued with the input and development of data architecture artifacts into the FSA EA Tool. The team provided data warehouse support to the CSB Data mart IPT, and Data Architecture support to the CSB Common Data base IPT. 2/6/2004 - The Enterprise Architecture (EA) team provided Popkin installation instructions, configuration management, and the content of the Popkin repository to the Department of Education and the EA team. The EA team also provided a copy of the Data Dictionary to the Department of Education. The EA team hosted a meeting with Jan Popkin to understand planned enhancements to the EA tool. The Department CSC team attended the presentation. The EA team consulted with the Data Strategy, and Integration group on next steps needed to build a CDA. The Data Architecture (DA) team is currently inputting output from the data strategy 'as-is' data flows, into Popkin software's systems architect.	40%	Green
		2/5/2004	The Enterprise Architecture (EA) team provided Popkin installation instructions, configuration management, and the content of the Popkin repository to the Department of Education and the EA team. The EA team also provided a copy of the Data Dictionary to the Department of Education. The EA team hosted a meeting with Jan Popkin to understand planned enhancements to the EA tool. The Department CSC team attended the presentation. The EA team consulted with the Data Strategy, and Integration group on next steps needed to build a CDA. The Data Architecture (DA) team is currently inputting output from the data strategy 'as-is' data flows, into Popkin software's systems architect.	40%	Green
		1/23/2004	Detailes for this initative will be included in the next report.	00%	Green
33	**CIO**	*Provide security and privacy support to FSA business units.*			
		2/20/2004	Had Kick-Off meeting with ED CIO and other ED participants. Updated our database to track all security related corrective actions. Met with CSB SSO to provide assistance for CSB's security development. Worked with eCB SSO to update security documentation for Certification and Accreditation (C&A) activities.	10%	Green
		2/5/2004	On schedule.	05%	Green
		1/23/2004	Working with the Department's Critical Systems Workgroup to eliminate security as a reportable conditions. Also, we have created a database to track all security related corrective actions. Another action we completed within the past reporting period is that we implemented the FSA Online Security Center (OSC). The OSC provides Security Officers and others a central Intranet point on FSANet to obtain Federal, Departmental, and FSA security documentation forms and templates. The center also provides questions and answers for security and a calendar for security events.	00%	Green
34	**CIO**	*Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.*			

FSA No	Area	Action Item			
		Status_Date	*Comments*	*%Complete*	*Status*
		2/20/2004	ITA is supporting FAFSA configuration and performance issues. Performance testing of FAFSA production issues was halted while issues with CPS were investigated. Six new scripts will be run in a performance test after FAFSA peak. EAI coordinated system monitoring changes for Datamart, FMS, and EAI migrations. PPS assumed lead responsibility of EAI and ITA starting 2/16. ITA installed patches to TeamSite OpenDeploy to resolve deployment issues. Resolved an issue with IFAP TeamSite Edition Deployment. ITA is supporting FSANet on Websphere 5.0 upgrade. Building new dev and test environments for eZ-Audit. EAI supported migrations of eCB to new WAS 5.0 environment, datamarts to the new servers, new EAI production servers, and COD to the new EAI Test server.	06%	Green
		2/5/2004	ITA team is providing support for FAFSA configuration and performance issues. All application teams have completed Interwoven testing. ITA is working with FSANet, eCB, and EZAudit development teams towards WAS 5.0 upgrade. FSANet will be beginning Google migration in early February. EAI team is reviewing and coordinating with application teams to revise the dates to migration the remaining application interfaces onto the new EAI Production servers. EAI team coordinated monitoring changes for eCB, Datamart, FMS, and EAI migrations. Planning meetings have been conducted to migrate COD to new test server to support COD 3.0 testing. Working with VDC to install Clear Case on new EAI Dev and Test Servers. EAI team is migrating weekly EAI build to test environments to support Trading Partner release testing. ITA is coordinating with CSC on the resolution of cluster IP address issue in eCB. Continuing with knowledge transfer between Accenture and PPS team.	00%	Green
		1/23/2004	ITA team is continuing to work on FAFSA issues as they appear. Responded to a call on Sunday morning, and cause of problem was identified as a file not updated when additional FAFSA clones were added last weekend. ITA continues to provide support for FAFSA configuration and performance issues in the ongoing Tiger Team meetings. Assisted CSC with configuring Autonomy for FAFSA in production. Met with business owners to discuss initial ideas for how the ITA change control process, the ECM and VDC change control process, and VDC help desk support could be better integrated. ITA has updated the performance test environment with the latest version of FAFSA. The Load Runner scripts are being tested and modified as needed to work with the new code version. Prepared environment for performance testing next week. EAI provided Failover test support for refreshed FMS high availability server configuration. EAI team is continuing to support the hardware refresh. EAI will be implementing EAI architecture changes to support eZ-Audit migration to refreshed ITA server on Jan. 18. EAI is preparing implementation of EAI architecture changes to support Informatica migration to refreshed hardware - Feb 1. ITA is working with FSANet development team in work towards WAS 5.0 upgrade. ITA is working with eCB EZAudit development team in work towards WAS 5.0 upgrade. Worked with CSC to setup sendmail functionality on ITA HP refresh development server. The change will enable Students.gov to continue sending emails on the new HP/WAS 5.0 servers. Presented requirements to individual application teams for RCS Search Google migration. Met with IFAP on 1/20 to discuss migration schedule for possible Google launch by end of March. IFAP, Schools, Students, and FP have all completed Interwoven upgrade testing. Ombudsman and FSANet will begin testing shortly.	00%	Green
35	**CIO**	*Support the FSA IT assets at the VDC with lines of service including, full and incremental backups, annual disaster recovery tests, disaster recovery location and services, quarterly capacity planning, annual penetration testing, test environment support, security, compliance to all appropriate FSA, ED, & Federal policies, regulations, statutes.*			
36	**CIO**	*Continue Enterprise Quality Assurance Program to support the FSA CIO in conducting systems assessments and evaluations consistent with best practices for Solution Life Cycle (SLC) and Capital Planning and Investment Control (CPIC) processes.*			

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
		2/19/2004	The QA Team completed initial cost estimation and level of effort estimates to support the CSB development efforts with IV&V. Estimates will be reviewed by Ben Leborys for approval to transfer of appropriate funds. The QA Team is participating in an ED working group to secure Independent Validation and Verification support for Security Corrective Action Plans in all FSA systems. QA Team is facilitating the approval process through OMB for the FMS Post-Implementation Review satisfaction surveys. OMB approval pending. PIR team is conducting advanced coordination with eZ-Audits project team to schedule review.	35%	Green
		2/5/2004	The QA team and Common Services for Borrowers (CSB) IV&V lead conducted a preliminary review of the Draft IV&V Analysis and Strategy delivery for CSB on 02/03/04. Comments were collected by BSC Systems for action on follow-on draft reviews. FMS team is considering an increase of scope to their security support task to include Disaster Recovery testing detailed support. Technical Discussions are planned for 02/05/04. QA Team continuing coordination with FMS and eZ-Audits development teams for conduct of Post-Implementation Review efforts.	25%	Green
		1/23/2004	QA/IV&V team and Common Services for Borrowers (CSB) development group working to identify IV&V support task areas that will provide best value and meet ED staff needs. Goal of establishing an effective IV&V approach for CSB by 02/28/04 is on track. IV&V support for FMS FY-04, EAI&ITA, on track. IV&V for NSLDS Reengineering on hold pending Data Strategy issues resolutions. Post-Implementation Review (PIR) schedule and plan are on track and within projected budget.	00%	Green
37	CIO	*Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.*			
		2/19/2004	On February 17, Charlie Coleman and Tina Pemberton, with ED OM/OS/ODS representatives, met with GAO representatives to discuss the eLoans initiative. GAO is preparing testimony on the current status of the E-Gov initiatives for a House Subcommittee on Technology, Information Policy, Intergovernmental Relations, and the Census hearing scheduled for late March. On February 17-18, Human Factors International conducted usability interviews with citizens who are likely users of the GovLoans.gov web site, to get their feedback about the site's features and functionality. The interviews were based on a demonstration of a prototype of GovLoans.gov, and were conducted at the Bureau of Labor Statistics' Usability Lab. Students.gov received 51,176 visits (1.3 million hits) during the week of February 8-14, 2004.	35%	Green
		2/5/2004	The eLoans partner agencies (ED, HUD, SBA, USDA, VA) met February 3 to discuss workgroup updates and next steps for moving forward. The GovBenefits program team met with Charlie Coleman and the GovLoans team to review the GovLoans.gov information architecture and web site design. In addition, the GovBenefits team briefed the GovLoans team on the integration of the GovBenefits and GovLoans development schedules to meet the April 29, 2004 release date for both sites. In January 2004, 289,243 visitors came to students.gov - an increase of 45% from December, 2003, and 123% higher than January 2003. Students.gov's database now includes links to 882 carefully selected web resources for students.	25%	Green
		1/23/2004	The GovLoans.gov working group continues to make progress toward finalizing website content and graphic design for GovLoans.gov's release. Students.gov received 68,205 visits (1.6 million hits) during the week of January 11-17, 2004. As of January 12, 14,158 people are subscribed to Students.gov 'InfoSource', a subscription service that highlights the features of students.gov.	00%	Green
38	OMBD	*Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.*			

FSA No	Area	Action Item				
		Status_Date	Comments		%Complete	Status
		2/19/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.62 (through 02/13/04)		33%	Green
		2/6/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.65 (through 01/29/04)		33%	Green
		1/21/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.71 (through 01/16/04)		25%	Green
39	PL	*Conduct reauthorization activities.*				
		1/23/2004	First of several FSA meetings held to discuss proposed recommendatioins.		33%	Green
40	PL	*Policy Liaison Placeholder*				
41	CMS	*Plan and manage FSA conferences.*				
		2/6/2004	Airborne lost the evals so Person reprinted them. FSA just received them 2 days ago but haven't had time to review. Will do so by the next reporting period.		70%	Green
		1/23/2004	Unable to analyze EAC customer satisfaction rating as this data was lost by FEDEX but should arrive at FSA in the next two weeks.		70%	Green
42	CMS	*Manage, develop and update content for FSANet.*				
		2/20/2004	January 04 = 339,654 hits and 10,038 hits per day. The top 5 areas visited on FSAnet were: Main Index page with 2,415 visits; Unavailable (rumor mill) with 301 visits; learning coupon with 270 visits; IT security portal with 230 visits; Reorg package with 213 visits. FSAnet Update plan: In the coming weeks, FSAnet will be releasing several new updates to the site including FSA Assists and revisions to the Learing Coupon Registration and the Tech Handbook. We recently began the planning process for the next 12 months and hope to have some specific recommendations in the near future.		30%	Green
		1/23/2004	Oct = 452,374 hits and 10,758 visits; Nov = 301,153 hits and 6,862 visits; Dec = 242,237 hits and 4,794 visits.		25%	Green
43	CMS	*Manage controlled correspondence functions including FOIA, privacy and controlled mail.*				
		2/20/2004	Since the last reporting there have been 254 new pieces of controlled mail and all are currently on time.		30%	Green

		2/6/2004	Controlled mail for the last two weeks - FSA received 369 pieces of mail. All mail is being answered within established timeframes. FOIA = Jan. data, 21 new requests (6 carryovers) - 7 aswered = 14 pending; Feb data, 2 new requests (8 carryovers) - 0 answered = 10 pending. Privacy = Jan. data, 2 new requests (3 carryovers) - 0 answered = 5 pending; Feb data, 2 new requests (8 carryovers) - 0 = 10 pending.	25%	Green
		1/23/2004	Controlled Mail: FSA received 1,115 pieces of mail in the first Quarter. All letters were reviewed, assigned to the appropriate office for response, and responses were completed in a timely manner. FOIA = Oct data, 27 requests - 10 answered = 17 pending; Nov data, 24 requests - 12 answered = 12 pending; Dec data, 14 requests - 4 answered = 10 pending. Privacy Act = Oct data, 18 requests - 10 answered = 8 pending; Nov data, 11 requests - 7 answered = 5 pending; Dec data, 6 requests - 1 answered = 5 pending.	25%	Green
44	**CMS**	*Develop and implement internal and external communications strategy.*			
		2/20/2004	Terri approved funds for a 2-4 minute Video News Release (VNR) that Comms is coordinating with the Office of Public Affairs (OPA). The VNR will feature Sec. Paige, a john doe FAA and a student. Paige will encourage folks to file their FAFSA as well as tout the president's budget; FAA will tout filing being easier electronically; the student will tout our help center and 1-800 #. To create the VNR is a 5-week process. The VNR will also be used as a lead in to Paige's speech at the Spring Conference. The VNR will be released to 30 different targeted markets and via CNN NewsSource and we'll get a results report. Interview with Govt. Computer New and Charlie Coleman on e-gov/e-loans. Article will be in print on 2/23. Met with OPA to discuss the current cumbersome publications process. Plan is to: identify pubs that are reviewed by OPA vs pubs that do not need OPA's review; provide step by step procedures for management and employees and place on FSAnet with links to ED's printing guide/style guide; update current pubs plan matching funds to the planned pubs for FY04; and simplify the process.	30%	Green

		2/6/2004	The strategy for both internal and external customers is to: provide accurate, timely data to employees and stakeholders; fulfill requests as necessary from employees, media, Congress, general public, industry businesses; plan outreach activities related to FSA products and services for employees and stakeholders; and to communicate efficiently and effectively. Internal plan items include Weekly News to Secretary Paige & employees; Daily Newsclips; monthly FSA Now; FSA Emails; Lobby monitor informaton; work with program offices on their outreach efforts, for example, the Career Zone; All-Employee meetings. External plan items include: Media relations and assisting reporters, monitoring interviews, for example, Greentree Gazette January 04 issue; fulfilling requests from Congress and coordinating with OLCA; fulfilling requests from research organizations; outreach strategy for Student Aid on the Web; creating video news releases about FAFSA on the Web with OPA; creating radio spots; informs OGC of scholarship or FAFSA.com scams; nominates FSA for industry awards; updates lobby monitor slides; responding to industry issues, for example, Sallie Mae. In January 2004, there were 39 external requests and 29 were completed.	25%	Green
		1/23/2004	Weekly News to Secretary Paige and FSA employees; Daily newsclips; Monthly FSA Now; Greentree Gazette Jan. 04 cover/article; Fulfills information requests from media, Congress, and internal ED offices by verifying data before leaves FSA; Weekly updates to Lobby monitor using Dashboard stats; Comms plan for promoting studentaid.ed.gov; Monitors radio & media interviews; Supported COO with All-Employee meeting in Oct.; Keeps OGC abreast of scholarship scams and FAFSA.com scams; COO was featured on WETA's educational channel; Nominates FSA Web sites for awards;	25%	Green
45	**EPMS**	*Mature Enterprise-wide Procurement Plan.*			
		2/20/2004	The Enterprise-Wide Procurement Plan for FSA is in the final draft stage of development and should be completed by April 1, 2004. The final development and implementation of the plan is contingent upon the conclusion of the FEBI market research in March 04 and approval of the resulting procurement strategy. The plan will then be updated in March 04. Enterprise-Wide Procurement Planning Database is in the final engineering stage with a proto type scheduled for delivery on Februay 28, 2004. The database will be used to maintain the procurement plan and contract information.	70%	Green
		1/23/2004	The Enterprise-Wide Procurement Plan for FSA is in the final draft stage of development. The final development and implementation of the plan is contingent upon the conclusion of the FEBI market research in Feb 04. The plan will then be updated in March 04. Enterprise-Wide Procurement Planning Database is in the final engineering stage with a proto type scheduled for delivery on Jan 31, 2004. The database will be used to maintain the procurement plan and contract information.	70%	Green
46	**EPMS**	*Develop acquisition workforce.*			

		2/20/2004	The acquisition workforce includes APCMG, contracting officers on detail to FSA, and the program managers serviced by APCMG. By the end of March 04 the contracting officers will only be staffed at 20% of the workforce required to support contract award and administration at an acceptable level. APCMG currently has three outstanding vacancies with one hiring action scheduled for completion by the end of Feb 04. Competency requirements and commensurate training activities have been identified for APCMG staff. Individual training plans are under development with the initial iteration due for finalization by the end of Jan 04. ASI has delivered some project-specific training.	10%	Green
		1/23/2004	The acquisition workforce includes APCMG, contracting officers on detail to FSA, and the program managers serviced by APCMG. By the end of March 04 the contracting officers will only be staffed at 20% of the workforce required to support contract award and administration at an acceptable level. APCMG currently has three outstanding vacancies with one hiring action scheduled for completion by the end of Jan 04. Competency requirements and commensurate training activities have been identified for APCMG staff. Individual training plans are under development with the initial iteration due for finalization by the end of Jan 04. ASI has delivered some project-specific training.	10%	Yellow
47	**EPMS**	*Implement enterprise contract performance monitoring measures against new systems contract awards.*			
		2/20/2004	Same.	12%	Yellow
		2/20/2004	Person behind this initiative started work on Jan 12, 2004. Additional staff member selected and is being hired. Initiating Contractor support to help plan and develop the enterprise vendor performance process.	12%	Green
		1/23/2004	The expert driving force behind this initiative started work on Jan 12, 2004 and the rest of the required staff is being hired. The basic approach is to develop an enterprise vendor performance process.	10%	Green
48	**EPMS**	*Continuously update and monitor procurement internal controls.*			
		2/24/2004	Same.	25%	Green
		2/20/2004	While internal controls are in place establishing a baseline to assess success measures has proven difficult as FSA specific data is not easily severable from Department data. FSA has eliminated four (4) large sole source contracts to date this FY and anticipates only one extension. This result compares favorably with FY 03 in which 3 extensions were made. The existing reporting methodologies are currently being evaluated and techniques are being developed for acquiring the required data.	25%	Yellow
		1/23/2004	While internal controls are in place establishing a baseline to assess success measures has proven difficult as FSA specific data is not easily severable from Department data. FSA has eliminated four (4) large sole source contracts to date this FY and anticipates only one extension. This result compares favorably with FY 03 in which 3 extensions were made. The existing reporting methodologies are currently being evaluated and techniques are being developed for acquiring the required data.	25%	Yellow
49	**EPMS**	*Increase contract dollars awarded to small businesses.*			
		2/20/2004	NSLDS and EAI/TTA awards to Small Businesses reflect a net increase in dollars awarded to small business, however no baseline exists to truely measure against. The extraction of permanent data from data sources is in process so baselines can be developed for measuring performance and solutions approaches derived from data analysis and process development.	40%	Green

		1/23/2004	NSLDS and EAI/TTA awards to Small Businesses reflect a net increase in dollars awarded to small business, however no baseline exists to truely measure against. The extraction of permanent data from data sources is in process so baselines can be developed for measuring performance and solutions approaches derived from data analysis and process development.	40%	Green
50	**EPMS**	*Continue to implement integrated project management oversight for FSA's system integration activities.*			
		2/13/2004	No major updates since last reporting period. In addition to current monthly reporting for Accenture projects, major initiatives within FSA identifiied and are reporting into the PMO bi-monthly via the PMO scorecard	12%	Green
		2/6/2004	No change from last week's report.	08%	Green
		1/23/2004	In the process of hiring staff to help implement PM oversight for system integration activities	08%	Green
51	**EPMS**	*Evaluate and implement selected project management standards based on the system development methodology (Solution Life Cycle).*			
		2/13/2004	No updates since last reporting period	08%	Green
		2/6/2004	No change from last week's report	08%	Green
		1/23/2004	SLC definitions/activiies under discussion/review	08%	Yellow
52	**EPMS**	*Restructure integration leadership support to transition the majority of responsibility to FSA staff.*			
		2/13/2004	Due diligence meeting with Accenture and interested vendors held this week. Additional due diligence meetings one on one schedueld for following week.	20%	Green
		2/6/2004	Very little change from last week's report, however, meeting was held this week to determine where integration staff/managers will report in to. No decisions were made.	15%	Green
		1/23/2004	Market research has been completed. Statement of work drafted. Time line finalized with target date of 4/30 for award and 5/31 for completion of transition	15%	Green
53	**EPMS**	*Prepare and continually monitor and report on the accomplishments of the High Risk Plan.*			

		2/20/2004	Financial Management - FSA continues to be on track on financial management and internal control improvement projects. Most notable during the past two week period, Department-wide meetings were held to address the credit reform subsidy estimate reportable condition. The Corrective Action Plan to address this issue was also provided to GAO.	033	Green
			Systems Integration - Meetings and IPTs for data strategy, Common Services for Borrowers and the market research for the Front End Business Integration processes continue on schedule.		
			Program Integrity Issues - Various reports continue to document success in the Default Prevention and Management area. During this period potential measures for demonstrating success in this area were drafted. The oversight of FSA's School participants and Guaranty Agency participants require continued careful watch. The IG has briefed the School Eligibility Channel management on potential issues in the Case Management Process and has provided preliminary information on potential issues in the school audit follow-up process. The successful resolution of these issues require continued management attention. Financial Partners Services have had audits that were overdue for resolution, but these issues are being aggressively worked at this time.		
			Operating as a PBO - A draft updated Human Capital Management Plan was drafted and is out for comments. The Activity Based Costing SOO is out for bid. These two activities are important in meeting FSA Annual Plan goals and will help address issues raised by GAO, OMB, the IG and others in measuring FSA's success in operating as a PBO.		
		2/6/2004	FSA is currently on track on financial management and internal control improvement projects. A briefing on Activity Based Costing was held for GAO during this two week period.	33%	Green
			The Data Strategy "Phase II" kick-off meeting was held 2/5/04. This project is imperative to the underlying need to assure that the SFA program data is of the highest quality to manage and provide oversight of the SFA programs.		
			GAO thanked us for all the briefings we provided, noting that they were very informative and they are currently reviewing all the materials we provided. They will be contacting the point persons in the near future with follow-up questions. They plan to complete the data collection phase by March 12th (This means they should be finished with all follow-up interviews and have all requested documentation by then).		

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
		1/24/2004	FSA's major goal of receiving a clean opinion on its FY 2003 financial statements was attained on November 14, 2003. Also, there were no material weaknesses noted in the auditor's Internal Control Report (Significantly noteworthy was the dropping of the material weakness on reconciliation and analysis from the Internal Control Report). Thus, FSA has demonstrated sustained improvement in the financial management area (two clean opinions in a row) and has addressed the major issue causing the designation of the SFA program high-risk designation - having reliable and timely financial information in which to manage the SFA programs. Two other major goals that address secondary issues that were discussed in GAO's designation were also accomplished the First Quarter of 2004. One that is fundamental to systems integration was the finalization of an enterprise-wide data strategy and high-level implementation approach. The second goal was the introduction of legislation to facilitate a verification match between FSA's Application data and IRS data. In November 2003, GAO initiated a study of FSA's progress in addressing several areas related to the SFA program high-risk designation and FSA's role as a PBO. In December 2003 and January 2004 preliminary meetings were held identifying FSA's progress and plans for continuing to sustain improvements in financial management and internal controls, systems integration, program integrity, default prevention and management, PBO accountability, human capital management and MIT monitoring. The briefings clearly demonstrated accomplishments and FSA's commitment to sustaining and continuing to assess and manage the risk in the programs. GAO indicated that a report would be written within by April 2004.	30%	Green
54	AWSS	*Deliver workforce development and support programs.*			
		2/20/2004	Continuing to provide services and support programs to the FSA workforce.	40%	Green
		2/6/2004	We are continuing to provide services and support programs to the FSA workforce.	40%	Green
		1/23/2004	We are continuing to provide service and support programs to the FSA workforce.	40%	Green
55	AWSS	*Perform facilities management activities.*			
		2/20/2004	Continuing to work on space, security, facility, records management, transit, and parking.	71%	Green
		2/6/2004	We are continuing to work on space, security, facility, records management, transit, and parking issues.	70%	Green
		1/23/2004	We are constantly working on space, security, facility, records management, transit, and parking issues to improve the working environment of FSA employees.	70%	Green
56	CFO	*Review Credit Reform estimates.*			
		2/20/2004	FSA CFO has coordinated with OCFO and Budget Service to establish a CAP that is agreed on by each of the three principal offices responsible for credit reform. The three organizations have together prepared project plans that will result in implementation of the CAP; establish a steering committee, operating committee, and subgroups to implement the project plans; and have begun their detailed work.	08%	Green
		2/6/2004	CFO, OCFO and Budget Services continue to work towards a mutually agreed upon project plan and implementation of the CAP.	05%	Green

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
		1/23/2004	FSA CFO submitted a draft Corrective Action Plan (CAP) to OCFO on November 21, 2003 and received a response back from OCFO on December 30, 2003. FSA CFO has coordinated with OCFO and Budget Service to establish a CAP that is agreed on by each of the three principal offices responsible for credit reform. The three organizations have also together drafted a project plan that will result in implementation of the CAP. FSA CFO plans to contract with credit reform experts to supplement FSA CFO's efforts to perform a systematic review of the credit reform business processes, estimates, assumptions, controls, analytical tools, and opportunities for simplification of the Department's model.	05%	Green
57	**CFO**	*Develop trial balance capability for COD and CSB (operating partners) to facilitate and expedite the reconciliation process.*			
		2/20/2004	CFO is having weekly discussions with operating partners to define requirements for developing trial balance capability. This project is in the early requirements gathering phase.	10%	Green
		2/6/2004	Development continues with COD and CSB and their contractors.	10%	Green
		1/23/2004	FSA CFO has worked closely with COD and CSB, and their contractors, to assess the costs and benefits of implementing formal trial balances. Based on these assessments, FSA identified trial balance requirements for ACS (the CSB operating partner), and has worked closely with ACS to implement these requirements. As of the end of January, 2004, ACS has produced a working trial balance in a test environment, and will transition the trial balance to a production environment in upcoming months. FSA CFO has also worked closely with COD representatives to identify and implement trial balance requirements. FSA CFO and COD have determined that trial balance requirements can be substantially met by means of enhancements to the School Account Statement reporting tools; the two groups have been working closely to implement these enhancements.	10%	Green
58	**CFO**	*Support the implementation of Oracle Federal Financials Release 11i.*			
		2/20/2004	FSA CFO continues to complete tasks detailed on short-term action plan.	30%	Green
		2/6/2004	FSA CFO continues to complete tasks detailed on the short-term action plan. This short-term action plan includes the following: 1. Establish FSA contracting support. Final SOO draft was delivered to EDS. 2. Oracle 11i plans were presented to BIG and Management Council; FSA CFO has begun to get program POC's to work with the project. 3. Inventory FMS reports, detailing all of FMS's reports in the context of the ACCS. A draft report was received on-schedule on 1/9/04. 4. Define critical data elements for FSA. To be completed before Tier 2 starts in April 2004. Meetings are being scheduled with FSA CFO staff to discuss/define FSA's proposal for critical data elements. 5. Identify initial opportunities to improve FSA business processes in the context of Oracle 11i. To be completed by April 2004. FSA CFO continues to hold internal CFO meetings to discuss business process improvement opportunities. Meetings are being scheduled with Operating Partners and FSA program offices to expand the discussions.	24%	Green

		1/23/2004	FSA CFO has developed a short-term action plan to prepare for the Tiers 2 through Tier 4 of the Oracle 11i implementation, due to start on 4/1/2004. This short-term action plan includes the following: 1) Establish FSA contracting support. Final SOO draft to be delivered to FSA Contracts next week; 2) Present Oracle 11i to BIG and Management Council to obtain program POCs. To be completed on 1/23/2004; 3) Inventory FMS reports, detailing all of FMS's reports in the context of the ACCS. To be completed in early February 2004; 4) Define critical data elements for FSA. To be completed before Tier 2 starts in April 2004; 5) Identify initial opportunities to improve FSA business processes in the context of Oracle 11i. To be completed by April 2004.	20%	Green
59	**CFO**	*Implement automated budget funding entry solution.*			
		2/20/2004	The SOOs, in their final form, have been forwarded to the FMS and EDCAPS Operations contractors for proposals. Given the level of detail in our preliminary discussions (I.e., reduced risk for the contractors), we expect lower levels of effort to be proposed. The EDCAPS contractor has returned a proposal that is deemed acceptable. We expect the FMS contractor's proposal within the next 1-2 weeks. Code migration is being scheduled this week in the EDCAPS CCB meeting.	15%	Green
		2/6/2004	FSA CFO met one last time with OCFO to finalize the Statement of Objectives (SOO). The SOOs, in their final form, have been forwarded to the FMS and EDCAPS Operations contractors for proposals. Given the level of detail in our preliminary requirements discussions (I.e., reduced risk for the contractors), we expect lower levels of effort to be proposed. Once final, the requirement will be included in EDCAPS's February release, dependent on the Change Control Board's (CCB) final approval. When approval is received from the CCB for EDCAPS, contracts wil be finalized and the implementation will begin.	10%	Green
		1/23/2004	FSA CFO has met a few times with OCFO to finalize the Statement of Objectives (SOO). We are planning one last meeting with EDCAPS and FMS contractors to ensure a clear understanding of requirements for both systems before finalizing the SOO and forwarding it on to the contractors. Once final, the requirement will be included in EDCAPS's February release, dependent on the Change Control Board's (CCB) final approval. When approval is received from the CCB for EDCAPS, contracts will be finalized and the implementation will begin.	05%	Green
60	**CFO**	*Implement Forms 2000 additional enhancements.*			
		2/20/2004	The implementation of the Form 2000 additional enchancements initiative continues to be on-schedule and on-budget.	70%	Green
		2/6/2004	The implementation of the Form 2000 additional enchancements initiative continues to be on-schedule and on-budget. The test scripts were delivered on 1/30/04, the production readiness review is due on 3/12/04. There continues to be no deviation from the requirements. If the task continues to stay on schedule, it will be completed as planned in April 2004.	65%	Green
		1/23/2004	The implementation of the Form 2000 additional enchancements initiative is on-schedule and on-budget. The functional design document was delivered on 11/20/2003; the test scripts are due for delivery on 1/30/2004. There has been no deviation from the requirements. If the task continues to stay on schedule, it will complete as planned in April 2004.	40%	Green

FSA No	Area	Action Item			
		Status_Date	**Comments**	**%Complete**	**Status**
		1/23/2004	FSA CFO has established enchancements to Forms 2000 that will improve the current Guaranty Agencies Financial Reporting (GAFR) screens in Oracle to better organize payment and accounting entries, and distinguish them from information-only entries. As of April 2004, the forms will group all payment and accounting lines (1 through 27) together, and group all information-only lines (27 through 42) together. Currently, GA input screens group together monthly form lines 1 through 23, and lines 24 through 42 -- potentially giving the misleading impression that lines 24 through 26 are information only. The April 2004 enhancement will not increase the reporting burden on GA's in any way, but will make the forms clearer and therefore more reliable to FSA. The implementation of the Forms 2000 additional enchancements initiative is on-schedule and on-budget. The functional design document was delivered on 11/20/2003; the test scripts are due for delivery on 1/30/2004. There has been no deviation from the requirement. If the task continues to stay on schedule, it will complete as planned in April 2004.	40%	Green
61	**CIO**	*Implement Enterprise Data Strategy initiatives.*			
		2/5/2004	Note: 'Implement Enterprise Data Strategy initiatives' is the overall Project Name. All future updates will be reported via the Project's milestones -- 6.7, 6.8, 6.9, and 6.10.	00%	Green
		1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA on 11/17/03 for review and sign off.	00%	Green
62	**BS**	*Begin the implementation of Common Services for Borrowers (CSB).*			
		2/19/2004	Phase 1 of the CSB implementation began in January 2004. Status and updates will be reported under the milestones for this activity.	20%	Green
63	**ADS**	*Improve school partner oversight.*			
		2/20/2004	Project continues on track. Milestones 3, 4, 5, and 7 have been completed. Work on the other four milestones is progressing.	39%	Green
		2/6/2004	All milestones are on track or completed, and project is on track. Documentation has been submitted to support completion of milestones.	35%	Green
		1/23/2004	This is a multi-year project in its first year of reporting. Some unknowns remain (see milestone 63.8). Project is on track.	31%	Green
64	**ADS**	*Improve the accuracy of applicant data.*			
		1/23/2004	FSA staff worked with one of its contractors, ORC Macro, to conduct an IRS statistical study using 2002-03 FAFSA applicant data and 2001 IRS data. The results of the study were used to refine CPS verification selection criteria for the 2004-05 application processing system, which became operational on January 2, 2004. The changes and refinements made to the CPS will help FSA better identify applicants who have made potential errors on their 2004-05 FAFSA.	100	Completed

FSA No	Area	Action Item			
		Status_Date	Comments	%Complete	Status
65	ADS	Create a target state vision of a Front End Business Integration (FEBI).			
		2/20/2004	Draft Statement of Objectives for FEBI is 90 percent complete and is being reviewed by FEBI core team beginning this week. Strategy sessions for vision discussion are schedule. Conducted status briefing to management council on February 19.	40%	Green
66	FPS	Re-engineer NSLDS (Pending Data Strategy Outcome).			
		2/20/2004	The request to defer this effort to FY05 was not approved at the last IPC meeting.	00%	Green
		1/23/2004	This project has not been funded. Due to FSA business priories, it is anticipated that award of this project will be shifted to FY05.	00%	Yellow
67	ADS	Prepare to implement IRS data match.			
		2/20/2004	The IRS Match workgroup has completed identifying the major limitations and benefits for each of the five approaches to implementing an IRS match. In addition, staff is preparing to discuss the progress it has made on the various IRS match business case initiatives to the Management Council and will also present a general session at the Spring Conference in March 2004 on the IRS match.	60%	Green
68	AWSS	Continue Learning Coupon program.			
		2/20/2004	61 coupons have been processed as of 2/18/04. $23,360 has been obligated.	20%	Green
		2/6/2004	45 coupons have been processed as of 2/4/04.	15%	Green
		1/23/2004	Funds were made available in December and the announcement was made to FSA employees. Coupon processing procedures are revised. Online database has been created and is ready to launch.	10%	Green
69	AWSS	Provide Career Zone services.			
		2/20/2004	Over 200 employees attended the Career Zone grand opening which included a ribbon-cutting ceremony by Terri Shaw on February 10. Also, we've offered 2 Career Management classes through the Career Zone, 1 CPR class for emergency floor captains, and 1 Beginners Excel computer workshop.	75%	Green
		2/6/2004	A retirement planning workshop was held at the Regional Training Facility in New York City on Feb. 4-5, 2004. There were 15 Department of Education participants out of the 18 that were registered. The Career Zone Grand Opening is scheduled for Feb. 10-12, 2004. All FSA staff have been invited to attend.	75%	Green
		1/23/2004	Career management services are currently available, including one-on-one counseling and career management workshops. Two retirement workshops have been completed and three additional sessions are scheduled during 2004.	75%	Green
70	ADS	Increase Student Financial Aid program awareness.			
		2/20/2004	All supporting projects are progressing on schedule.	15%	Green

FSA No	Area	Action Item			
		Status_Date **Comments**		**%Complete**	**Status**
71	**ADS**	*Reengineer EDExpress.*			
		2/20/2004	The R2T4 team lead is building Acceptance testing scripts for the testing team.Acceptance testing is scheduled to begin on March 15, 2004.The PRR for Return to Title IV on the Web is tentatively scheduled for late March or early April with the software being pushed to the web site by mid-April.	87%	Green
72	**PL**	*Develop a Late Disbursement Approval and Tracking system.*			
73	**CIO**	*Develop FSA Security and Privacy Architecture Pilot.*			
		2/20/2004	Completed 5 of 6 vendor demos for tools selection analysis.	40%	Green
		2/5/2004	FSA completed a best-in-practice tools analysis for Identity and Web Access Management, holding separate meetings with the VDC and CSB staff members to share ideas and provide an update on this initiative's status. We also held our third workgroup session with core teammembers and other interested Business Unit representatives. FSA narrowed the number of tools for each solution to three. Vendor demonstrations begin next week. We received and are currently reviewing the first deliverable for this task.	15%	Green
		1/23/2004	Received nine Vendor Presentations for their Web Access and Identify Management products. Briefed B.I.G., the Security Architecture Workgroup, and the FSA CIO on progress. Contractor is currently completing the first deliverable for this task.	00%	Green
74	**AWSS**	*Implement Leadership Excellence development training.*			
		2/20/2004	We will be presenting the concept and rules for the Leadership Fund to the Management Council for approval on March 12.	10%	Yellow
		2/6/2004	We are also finalizing the concept and rules for the Leadership Fund and will present them to the Management Council for approval in March.	10%	Yellow
		1/23/2004	The Leadership Excellence Advisory Group (LEAG) has formed and met 3 times. We are currently working on a framework for manager/leader development at FSA that can be integrated into our Human Capital Plan.	10%	Yellow

FSA Milestone Status Report

1	**ADS**	*Implement student aid awareness initiatives.*				
		1.1	Leverage partnership activities to disseminate FSA information.			
			2/20/2004	SAA participated in 3 continuing partnership activities – February 6 & 7 joined with the National Partners in Hispanic Education and Hostos Community College to present financial aid information to students and parents during two panels entitled "Navigating the Financial Aid Maze." February 7disseminated financial aid information during the Montgomery County Educational Opportunity Center's "Come in From the Cold College Fair." February 8 provided one-on-one assistance to help parents and students complete the FAFSA as part of the local College Goal Sunday event sponsored by the Lumina Foundation and the TRI-State Association of Financial Aid Professionals.	100%	Complete
			2/6/2004	SAA participated in 2 continuing partnership activities – January 22-25 conducted Default Management training for TRIO professionals during the Student Financial Aid Workshops sponsored by the Southeastern Association of Educational Opportunity Program Personnel Center (SEAOPP). February 2-4, 2003 provided financial aid training for GEARUP program directors and staff at the Capacity Building Workshop for GEAR UP Partnership Teams as part of our Partnership with the National Council for Community and Education Partnerships (NCCEP).	100%	Complete
		1.2	Publish accurate and timely information that meets the needs of our audience.			
			2/20/2004	Continuing work on the development schedule for the 2005-06 versions of our publications (including The Student Guide, Funding Your Education, and the High School Counselor's Handbook. The schedule will depend on the results of usability studies that we are preparing to conduct.	06 %	Green
			2/6/2004	We are working on the development schedule for the 2005-06 versions of our publications (including The Student Guide, Funding Your Education, and the High School Counselor's Handbook. The schedule will depend on the results of usability studies that we are preparing to conduct.	05 %	Green
		1.3	Disseminate information directly to target audience.			
			2/20/2004	Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 2/20/04, SAA has provided federal student aid information and distributed materials to approximately 51,562 persons.	48 %	Green
			2/6/2004	Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 2/20/04, SAA has provided federal student aid information and distributed materials to approximately 51,776 persons.	49 %	Green

		1.4	Respond accurately and timely to requests.			
			2/20/2004	For the period 2/2/04 – 2/13/04, the Editorial Services Contract responded to the following correspondence:22 controls----------- turnaround (days)=99% 691 non-controls—turnaround (days)=100%1370 e-mails---------turnaround (days)=100%	99 %	Green
			2/6/2004	For the period 1/19/04 thru1/30/04, the Editorial Services Contract responded to the following correspondence:22 controls turnaround (days)=100%; 675 non-controls turnaround (days)=98%; 1016 e-mails turnaround (days)=100%	99 %	Green
		1.5	Reach customers through Student Aid on the Web.			
			2/20/2004	Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (02-01- to 02-14-04) are 684,012 and 11,974,336 respectively. During the same period last fiscal year we had 220,611 visits and 7,059,409 hits. This represents FY04 increases of 210.1% for visits and 69.6% for hits over FY03. MyFSA, the Student Aid on the Web feature that offers students and their families a single source of free information on choosing a career, selecting a college and identifying resources to pay for higher education, has recorded 21,206 new accounts for the FY04 year to date. The MyFSA feature was not available last fiscal year.	100%	Complete
			2/6/2004	Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (01-18- to 01-31-04) are 653,429 and 11,437,838 respectively. During the same period last fiscal year we had 190,698 visits and 6,015,803 hits. This represents FY04 increases of 242.6% for visits and 90.1% for hits over FY03. MyFSA, the Student Aid on the Web feature that offers students and their families a single source of free information on choosing a career, selecting a college and identifying resources to pay for higher education, has recorded 19,576 new accounts for the FY04 year to date. The MyFSA feature was not available last fiscal year.	100%	Complete
2	**ADS**	*Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).*				
		2.1	Monitor customer feedback to improve services.			
			2/20/2004	Number of new subscribers is reported on a monthly basis. Will have an update for first reporting period in March. Lotus Notes training for the Ez Audit staff was pushed back in anticipation of simplified Lotus Notes software being available shortly. CSCC staff want to train the Ez Audit staff on the new software product. Meetings between the two staffs continue, and the training is expected to take place in the near future. Progress continues on the installation of a new Google search engine for the IFAP and School Portal websites. Expect to go live with the new search engine by the Spring Conference (3/29/2004).	39 %	Green

			Status Date	Comments	%Complete	Status
			2/6/2004	* We are making progress in our efforts to assist the Ez Audit staff. Lotus Notes was installed on their PCs and training will begin next week between CSCC and the EZ Audit staff. Additional changes will be made to our phone messages, after the training is completed. * We are also in the progress of updating our IFAP and School Portal websites to accommodate a new search engine. We are replacing the current Autonomy software with the more robust, user-friendly, and mainstream search engine, Google.	35 %	Green
			1/23/2004	The number of subscribers increased 7% in the first quarter of FY2004, from 4,060 to 4,369.	31 %	Green
3	ADS	Conduct application processing [Central Processing System (CPS), FAFSA on the Web (FOTW), PIN Site, Improve the Accuracy of Applicant Data (IAAD), Participation Management (PM)].				
		3.1 Implement application.				
			1/23/2004	Successfully implemented CPS for 2004-05 processing cycle on January 1, 2004.	100%	Complete
4	ADS	Provide EDExpress application modules.				
		4.1 Release application module.				
			1/23/2004	Successfully completed the development, testing and posting of EDExpress Application modules for 2004-2005 processing cycle on 01/12/04. On schedule to complete EDExpress Pell and Direct Loan modules by 03/31/04.	100%	Complete
		4.2 Release Common Origination & Disbursement module.				
			2/20/2004	FSA Acceptance Testing on the Pell and Direct Loan module is scheduled for completion on February 20th. There are a few issues with Help Text that may have to be resolved the following week. The PRR is scheduled for March 19th.	94 %	Green
			2/6/2004	FSA is currently conducting Acceptance Testing on the Pell and Direct Loan module with completion scheduled for February 20th.	85 %	Green
5	ADS	Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.				
		5.1 Issue COD software release.				
			2/20/2004	On schedule to be ready to process 2004-2005 records on 3/15/2004.	78 %	Green

			Status Date	Comments	%Complete	Status
			2/6/2004	Currently testing is about a week behind schedule and we are catching up.	70 %	Green
			1/23/2004	Currently, testing is a little over a week behind schedule, but we expect to catch up.	63 %	Green
		5.2	Issue COD SOO.			
			2/20/2004	Draft FEBI SOO will be ready for review by business owners on 2/20/2004.	52 %	Green
			2/6/2004	Work on the SOO (Statement of Objectives) has begun.	47 %	Green
			1/23/2004	In mid-February, Front End Business Integration (FEBI) market research will conclude. The results, coupled with Data Strategy team decisions, will affect the COD procurement strategy. COD procurement planning is on track.	42 %	Green
6	ADS	Administer Campus-Based (eCB) activities.				
		6.1	Issue final school award.			
			2/20/2004	On track to issue final awards by 4/1/2004. Note that milestone's Target Completion Date change from 4/31/2004 to 4/1/2004 was approved by the IPC.	67 %	Green
			1/23/2004	Success Measure date is April 31, 2004; must be shortened to April 1, 2004. On track (we expect to issue final awards to all applying schools during week of March 22).	63 %	Green
		6.2	Process FISAPs.			
			2/20/2004	FISAP processing continues on track. An initial round of calls were made to schools that did not submit their FISAPs by the 10/1/2003 deadline. Tentative awards were e-mailed to schools on 1/20/2004. Currently, calls are being made to schools that still have not submitted their FISAPs or that have errors in their submissions that must be corrected. Calls will continue until required closure of the database on 3/15/2004. Note that in response to a request of the IPC to change the Target Completion Date for this milestone from 11/2003 to 4/2004 the IPC requested that this milestone be reevaluated and broken out into multiple milestones that document the steps in the FISAP processing cycle. Expanded and revised milestones have been submitted for approval by the IPC.	78 %	Green

			1/23/2004	C-B Director was not advised of Nov-03 Target Completion Date before today. This new date, while possible for Nov-04, compresses the historic annual cycle by more than 2 months. We will discuss school impacts and tradeoffs with ASEDS leadership. Currently we work with schools that have incomplete submissions until we must close the database to issue tentative awards, so that schools have every opportunity for correction. The tentatives must go out annually by February 1 and are on target (contacts with schools having ceased on 1/15/04 when the database was locked). We request that this year's Target Completion Date be changed to Jan-04, with the understanding that the leadership team will be briefed and may move next year's target to an earlier date.	100%	Complete
		6.3 Issue FISAP software release.				
			2/20/2004	Software is currently being tested. On track for release of the software by 6/30/2004.	52 %	Green
			1/23/2004	On track.	42 %	Green
7	**ADS**	*Upgrade Postsecondary Education Participation System (PEPS).*				
		7.1 Complete Oracle 9i Upgrade.				
			2/20/2004	On track for 2/28/2004 completion of the upgrade to the Windows NT server that houses the E-App (the school eligibility interface). Note that the request to change the Target Completion Date for this milestone from 12/2003 to 2/2004 was revised by the IPC. The IPC requested that the milestone for this project be expanded/revised to better reflect the tasks required to complete the PEPS upgrade. Two milestones--one covering the upgrade of the PEPS server to Oracle 9i (completed on 12/21/2003) and one covering the upgrade of the Windows NT server that houses the E-App--have been submitted for IPC approval.	90 %	Green
			2/6/2004	We are on track for completion of the upgrade this month.	85 %	Green
			1/23/2004	The PEPS HP server (UNIX) was upgraded to Oracle 9i on 12/21/03. The Windows NT server that houses the E-App (the school eligibility web interface) could not be upgraded at that time because we were awaiting hardware. Upgrade completion is scheduled for 2/28/04.	76 %	Green
8	**ADS**	*Expand eZAudit initiative.*				
		8.1 Commence Contract Start-up.				

		2/20/2004	Presented business case to DSG on 2-19-04 to request a contract extension and 2004 funding through the end of the fiscal year. We have determined that it would be better to extend the current contract to make needed enhancements and stabilize the application, and fold this into the IPM project. So it is not cost effective to go for a recompete for a new contract at this point. DSG approved, and presenting to IPC next week. Date change is pending	50 %	Green
		2/6/2004	no change	50 %	Green
		1/23/2004	A modified contract is in place as of January 1, 2004. A decision was made to extend Task Order 116 rather than execute a new contract. This extension implements new requirements for not-for-profit/public schools, school group submissions and tracking incomplete submissions. This extended task includes providing stabilization support though July 04 during the not-for-profit/public school submission (approximately 3,700 schools) and resolution periods. Need to change completion date to July 31, 2004, which is when the new contract will be completed.	50 %	Green

8.2   Complete first full cycle of processing (all school types).

		2/20/2004	Number of audits received: Proprietary: 1396 Not-For-Profits 264 Public: 126	33 %	Green
		2/6/2004	Number of audits received: Proprietary:1338; Nonprofit: 239; Public: 102. Help Desk calls received in January: 1229; e-mails: 354.	30 %	Green
		1/23/2004	eZaudit has successfully processed all school types, although the majority of the audits & financial statements (over 1500) were from the proprietary schools. Approximately 3,700 not-for-profit and public schools are due to submit their financial statements/compliance audits by March 31, 2004, which represents about two thirds of the total population.	30 %	Green

8.3   Improve audit review component of our compliance activities by increasing the e-submission rate to 95%.

		2/20/2004	Number of schools registered: 2390. Number of audits received: Proprietary: 1396 Not-For-Profits 264 Public: 126	50 %	Green
		2/6/2004	Number of schools registered: 2337. Number of audits received: Proprietary:1338; Nonprofit: 239; Public: 102.	50 %	Green

			1/23/2004	Currently over 50% of the total school population have registered to use eZ-Audit. Registrations continue to come into FSA daily.	50 %	Green

9   ADS   *Enhance program monitoring and oversight.*

9.1   Meet or exceed audit resolution rate of 95% by the end of the fiscal year.

			2/20/2004	For the biweekly period 2-02-04 to 2-15-04, 93% of the audits were resolved on time. Cumulative since 10-01-03, 97% of the audits were resolved on time.	40 %	Green
			2/6/2004	For the biweekly period 1-19-04 to 2-01-04, 99% of the audits were resolved on time. Cumulative since 10-01-03, 98% of the audits were resolved on time.	38 %	Green
			1/23/2004	For the biweekly period 1-04-04 to 1-18-04, 100% of the audits were resolved on time. Cumulative since 10-01-03, 98% of the audits were resolved on time.	35 %	Green

9.2   Continue to measure school monitoring to assess overall compliance trends.

			2/20/2004	The Administrative Actions & Appeals Division has received 13 referrals for administrative action from 10-01-03 through 1-31-04.	25 %	Green
			2/6/2004	For the first qrt of FY 04, SEC conducted a comprehensive review of 922 unduplicated schools, or 15% of the total population, covering 17% of Title IV funding. 26 schools received an on-site program review and 9 schools received an on-site technical assistance visit.	25 %	Green
			1/23/2004	Compliance measures for FY 03 have been calculated. 54% of schools received a comprehensive review, which covered 60% of all Title IV funding. First qrtr measures for FY 04 are in process.	25 %	Green

9.3   Conduct School Relations initiatives.

	Status Date	*Comments*	*%Complete*	*Status*
	1/23/2004	All of these issues are ongoing so the percentage won't reflect it's actual status.	01 %	Green

Work jointly with Borrower Services ib project 13 to identify new opportunities with default prevention. Mark Walsh is representing SRB on the Default Management Strategies Work Group that us currently being headed by Borrower Services and continues to assist Borrower Services by providing documentation for default activities for submissions to GAO.

Continue to address the large volume Perkins Loans and identify new, or enhance current delinquency/default prevention tools for the Direct Loan Program. Late Stage Delinquency Assistance has been developed and is in use with Perkins and Direct Loans. The EAC's attendees has been sent the User's Guide.

In accordance with our business plan, we will work with 100% of the schools that have unreturned Perkins Loan excess cash. We are continuing to work with Campus Based Operations on unreturned Perkins Loan excess cash.

Work with 100% of the HBCUs, HSIs, and Tribal Colleges that have a default rate above 15%. There are a total of 19 schools in this category. We have worked with HBCUs, HSIs and Tribal Colleges for quite some time. We will continue to work diligently with them to lower their default rates. At the EAC's we held Focus Groups and "Birds of a Feather" sessions. This is an ongoing process for us.

Work with schools to make sure they are in compliance with all Federal Regulations. We will continue to work with schools on their compliance of Federal Regulations by doing Technical Assistance visits.

9.4   Conduct the Experimental Sites initiative.

	Status Date	*Comments*	*%Complete*	*Status*
	2/20/2004	FSA released the second version of the annual report online tool, adding cross edit checks to detect data errors that would violate the check, range and sum requirements. The enhanced functionality to this tool helps ensure data integrity. Experimental Sites and OCIO staff demonstrated the tool to a small group of senior managers in FSA. The reports from schools are due by February 29, 2004.	55 %	Green
	1/23/2004	OMB approved the revised templates for collecting date on each experiment. FSA converted and tested them in the new online reporting tool. We delivered these revised report templates on the website so that as of December 12, 2003, schools could access them. Schools will be submitting completed templates in February 2004.	50 %	Green

9.5   Administer the Quality Assurance program.

	Status Date	*Comments*	*%Complete*	*Status*
	2/20/2004	FSA staff has approved the final detailed design specifications for Phase 1 of the ISIR Analysis Tool. To help QA schools succeed with their sampling activities, the QA Staff posted Sampling Guidelines to IFAP. FSA Staff and contractors met via videoconference and finalized the requirements for Phase 2 of the ISIR Analysis Tool.	55 %	Green
	1/23/2004	We converted the 22 FSA Assessment modules to html and posted them to the website. We reviewed half of them and proposed enhancements. Work continues on the interactive Management Enhancement process and the Effective Practice Database.	48 %	Green

Work is progressing on the Phase 1 requirements for the new web-based ISIR Analysis Tool, and work has begun on Phase 2. We have provided information to the QA Schools to prepare them for using the Phase 1 product when it is delivered in June 2004.

		9.6	Conduct vulnerability assessment.				
			2/20/2004	A meeting is scheduled for 2/27/2004 to develop a strategy for conducting a vulnerability assessment of the front-end business processes and systems to proactively identify potential areas that may be vulnerable to fraud.		00 %	Green
10	**ADS**	*Produce school publications and materials.*					
		10.1	Annually update and disseminate the Federal Student Aid Handbook.				
			1/23/2004	30% of the Handbook is in the technical review stage; 70% is still in development.		30 %	Green
		10.2	Update and disseminate Direct Loan Program publications such as the Entrance and Exit Counseling Guides and promissory notes.				
			2/20/2004	There are no outstanding or back-ordered requests for publications or documents at the warehouse.		39 %	Green
				The Direct Loan Exit Counseling Guide has been revised and is in the final OPA approval stage before going to print. The exit guide will be available for distribution to schools by the Spring Conference (3/29/2004).			
				Revisions to the Direct Loan Entrance Counseling Guide are being completed by the contractor. Anticipate obtaining final approval and going to print in the near future.			
				Assessment of other Direct Loan publications in need of update is underway.			
11	**ADS**	*Develop and deliver program and technical training for schools through a combination of videoconferences, web-based training, and classroom experiences.*					
12	**BS**	*Transition to Common Servicers for Borrowers (CSB) as Direct Loan Consolidation System (DLCS) contract expires.*					
13	**BS**	*Enhance program monitoring and oversight.*					
		13.1	Default Recovery Rate on FSA-held portfolio 9.5% or more by the end of the fiscal year.				

	Status Date	Comments	%Complete	Status
	2/19/2004	Total non-consolidation Default Recoveries through February 13, 2004 was $462.9 million, an increase of 50 percent over the same period, last year, February 13, 2003. This represents 2.91 percent of the FY04 portfolio balance.	24 %	Green
	2/5/2004	Total non-consolidation Default Recoveries for FY04 through January 30, 2004 was $369.9 million, an increase of 43 percent over the same period, [thru January 30, 2003] last year. This represents 2.32 percent of the FY04 portfolio balance.	24 %	Green
	1/23/2004	The non-consolidation default recoveries for FY04 was $347.9 million thru January 23, 2004, an increase of 42 percent over the same period, January 23, 2003 last year. This represents 2.18 percent of the FY04 portfolio balance.	23 %	Green

13.2   Update FSA-wide risk management and default prevention inventory.

	Status Date	Comments	%Complete	Status
	2/19/2004	FSA-wide risk management and default prevention meeting was postponed because of a scheduling conflict. The meeting will be rescheduled.	05 %	Green
	2/5/2004	A meeting is scheduled for February 11th for the Enterprise-Wide Default Management Work Group. The purpose of the meeting is to identify new initiatives and to update results of current initiatives.	05 %	Green
	1/23/2004	The inventory is being reviewed	00 %	Green

13.3   Complete the work on the implementation of the life-time default rate measure.

	Status Date	Comments	%Complete	Status
	2/4/2005	The Risk Management Team has created a "straw man" for the life-time default rate measure. Review of the "straw man" will be scheduled for February.	10 %	Green
	2/19/2004	On February 11, 2004 the Enterprise-wide Default Management Work group met to validate the initial draft of the measures for the lifetime default rate. Results were positive for the "straw man". Changes include a recommendation to use the Outstanding Principle Balance (OPB).	10 %	Green
	1/23/2004	The scope of the milestone has been defined. Parameters are being established.	00 %	Green

13.4   Identify new and enhance current delinquency/default prevention tools for the Direct Loan Program.

	Status Date	Comments	%Complete	Status
	2/19/2004	Increase Cure Rate – The success measure this item is to increase the cure rate on the 180 plus days delinquent Direct Loans by 1% over the FY03 baseline by September 2004. The goal was achieved in January 2004. This goal for FY 2004 is 55.1%; the actual for January 2004 was 57.5%. Direct Loan Servicing staff will work to continue to achieve this goal each month thru September 30, 2004.	25 %	Green

						%Complete	Status
			2/5/2004	Specific incentives and disincentives were included in the CSB contract to help decrease delinquency and default rates. Under the new performance-based deliverables the contractor will receive higher payments for borrowers who are in repayment status. The payment to the contractor will be lower for borrowers who are in delinquency status.		40 %	Green
				NOTE: The Late Stage Delinquency Assistance Program (LSDAP) is continuing to result in 30% to 50% rehabilitations for borrowers who are 240 days or more delinquent. LSDAP is working in partnership with the Direct Loan Coalition to encourage schools to be more proactive in helping to locate those borrowers who have avoided the Direct Loan Servicing team efforts during the first 240 days of delinquency.			
			1/23/2004	Direct Loan Servicing staff is reviewing current delinquency tools.		00 %	Green
		13.5		Conduct vulnerability assessment.			
			2/19/2004	The CSB team is working with CIO Security staff to review the necessary requirements for CSB to qualify for security Certification and Accreditation (C&A).		10 %	Green
			2/5/2004	As part of the requirements for Phase 1 of the CSB transition, FSA will be working closely with the ACS Team during the months of February 2004 through June 2004 to identify specific vulnerabilities during the Phase 1 cut over. This assessment will be repeated for the Phase 2 cut over.		05 %	Green
			1/23/2004	The CSB Phase-in plan was updated to include tracking of risk associated with transition.		00 %	Green
14	**BS**	*Implement plan to provide high quality customer service to the Direct Loan portfolio.*					
15	**BS**	*Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.*					
16	**FPS**	*Perform National Student Loan Data System (NSLDS) maintenance and operations activities.*					
		16.1		Perform cohort default rate calculations, send, and post.			

	2/20/2004	eCDR was sucessfully pushed out to all particpating schools on Saturday, 2.14.2004.	35 %	Green
	2/6/2004	eCDR delivery is still on schedule for Tuesday, 2.17.2004. Participated in the Cohort Default Rate management meeting to review quality and accuracy of draft rates.	27 %	Green
	1/23/2004	Draft rates were calculated on Saturday, 1.10.2004. Data has been sent to PEPS. eCDR delivery is planned for Tuesday, 2.17.2004.	25 %	Green

16.2 Prepare guaranty agency fee calculations and send. Review Forms 2000 reasonability data against summarized NSLDS data.

	2/20/2004	The Loan Processing and Issuance Fee (LPIF) was calculated and provided to FMS on Sunday, 2.15.2004. NSLDS continues to work with FMS to begin transmitting through the MQ series.	45 %	Green
	2/6/2004	The first FY04 calculation is scheduled for Sunday, 2.15.2004 for quarterly LPIF. Annual Reasonability will be completed once the Forms 2000 data is accepted by FP, loaded into the FP Data Mart, and provided to NSLDS.	22 %	Green
	1/23/2004	Both Loan Processing and Issuance Fee (LPIF) and Account Maintenance Fee (AMF) were calculated on 11.15.2003 for FY03. The first FY04 calculation will be Sunday, 2.15.2004 for quarterly LPIF. Annual Reasonability will be completed once the Forms 2000 data is accepted by FP, loaded into the FP Data Mart, and provided to NSLDS.	20 %	Green

16.3 Review, evaluate, and prepare guaranty agency NSLDS data integrity improvements reports and benchmarks.

	2/20/2004	Continue to review the annual Data Quality Report. February monthly benchmark reports disseminated internally and to the guaranty agencies.	35 %	Green
	2/6/2004	Received and began review of the annual Data Quality Report. Awaiting receipt of February 2004 benchmark report.	15 %	Green
	1/23/2004	Monthly benchmarks have been delivered for October, November, and December 2003, and January 2004. Awaiting receipt of February 2004 benchmark report.	05 %	Green

16.4 Make enhancements to Loan Processing and Issuance Fee (LPIF) process for rate changes.

	2/22/2004	The first feed was transmitted successfully to FMS and verified.	98 %	Green
	2/6/2004	Software modifications were migrated into production on 1.24.2004. First feed with new requirements will be transmitted to FMS on 2.15.2004.	92 %	Green

	Status Date	Comments	%Complete	Status
	1/23/2004	Programming is complete. Software modifications will be migrated into production Saturday, 1.24.2004.	90 %	Green

16.5   Participate in the formulation of school cohort default rate initiatives.

	Status Date	Comments	%Complete	Status
	2/20/2004	Enhancements to the eCDR program were migrated into production on Saturday, 2.14.2004. Enhancements included providing servicers with one eCDR file for all their schools.	98 %	Green
	2/6/2004	Scheduled delivery of cohort default rates remains unchanged for Tuesday, 2.17.2004. There is no customer impact resulting from the two week delay.	80 %	Yellow
	1/23/2004	Work to be completed with delivery of Cohort Default Rates on Tuesday, 2.17.2004. There is no customer impact resulting from the two week delay.	80 %	Yellow

16.6   Provide monitoring functionality of GA and lender reasonability on a monthly basis.

	Status Date	Comments	%Complete	Status
	2/20/2004	Response from Policy and OGC for an interpretation of regulations is still pending. Due to this delay and the transition to a new NSLDS contractor, this effort will be reassessed.	50 %	Red
	2/6/2004	Continue to wait on response from Policy and OGC for an interpretation of regulations. Community Partners were briefed on department activity at an NCHELP meeting held on Thursday, 2.5.2004.	50 %	Red
	1/23/2004	Work was completed to the Detail Design phase, however, work was stopped due to a change in interpretation of regulation by OPE policy. Depending on the decision of policy will determine our next steps.	50 %	Yellow

16.7   Upgrade Data Prep Software to be compliant with Windows 2000 and XP.

	Status Date	Comments	%Complete	Status
	2/20/2004	The Data Prep software is now available for download.	98 %	Green
	2/6/2004	Beta testing is complete with acceptable results. The new Data Prep software is tentatively scheduled to be available via SFA download by 2.6.2004, pending Policy approval.	97 %	Yellow
	1/23/2004	Began beta testing on Wednesday, 1.21.2004. Testing continues at this time. Release of new Data Prep software is anticipated for Friday, 2.6.2004.	95 %	Yellow

16.8   Implement Education Credit Management Corporation (ECMC) file format changes.

FSA No	Area	Action Item					%Complete	Status
		Milestone#	Action Item					
				Status Date	Comments			
				1/23/2004	File format changes were migrated on Saturday, 12.27.2003. ECMC has successfully submitted an NSLDS update using new file.		100%	Complete
17	**FPS**	*Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.*						
		17.1	Award new contract.					
				1/23/2004	The contract was awarded on Wednesday, 1.14.2004. Through this award we will realize a 35% reduction in operating expenses.		100%	Complete
		17.2	Monitor and manage transition to new contractor.					
				2/20/2004	The new contractor continues to make progress. Participated in a meeting to coordinate relocation of the call center from Greenville, TX to Iowa City, IA. Another meeting was held to coordinate/plan the transition of the development center from the Raytheon facility to the new contractor's facility. We are working with the current vendor to discuss the transfer of critical historical NSLDS documentation.		40 %	Green
				2/6/2004	Several transition meetings were held with the new contractor and the incumbent during the week of 2.2.2004. Meetings included topics such as project management, customer service, and data centers.		10 %	Green
				1/23/2004	The transition kick-off meeting was conducted on Friday, 1.23.2004.		05 %	Green
18	**FPS**	*Re-compete contract for Financial Partners Data Mart maintenance/operations and transition to new contractor.*						
		18.1	Award new contract.					
				1/23/2004	Completed.		100%	Complete
		18.2	Monitor and manage transition to new contractor.					
				1/23/2004	Completed.		100%	Complete
19	**FPS**	*Perform maintenance and operations activities for the Financial Partners Data Mart.*						
		19.1	Provide a quarterly status report on ways to improve effectiveness and efficiency of Data Mart review process.					

	Milestone#	Action Item

	Status Date	Comments	%Complete	Status
	2/20/2004	Review of the Quarterly Usage Report is ongoing. Completion is expected by Friday, 3.5.2004 at which time the results will be communicated.	10 %	Green
	2/6/2004	Currently reviewing the last quarter usage report to determine which reports are being utilized. Results will be communicated at the next update.	10 %	Green

19.2 Quarterly evaluation of use and value added to the guaranty agency and lender review processes.

	Status Date	Comments	%Complete	Status
	2/20/2004	Recommendations for improving the FP Data Mart, with focus on the Lender Score Card, were received. The recommendations were used to prepare a proposal that identified the level of effort necessary to make these improvements. Funding for this effort will need to be approved by management.	20 %	Green
	2/6/2004	A meeting was held with the FP Directors to solicit input for improving and increasing use of the data mart. Recommendations will be received by Tuesday, 2.17.2004.	10 %	Green

19.3 Monitor Data Mart feeds in order to provide accurate, concise and timely data to users.

	Status Date	Comments	%Complete	Status
	2/20/2004	Changes for the Quality Control Report are being reviewed by FP Staff. This review is expected to be completed by Monday, 3.1.2004.	25 %	Green
	2/6/2004	Current QC reports have been reviewed. Minor changes, like principle amount loaded from the source system, have been recommended to the project lead. These changes will be implemented by the next quarter.	20 %	Green

20 FPS Perform Financial Partners Portal operations activities.

20.1 Monitor and evaluate web page hits to drive future postings to portal.

	Status Date	Comments	%Complete	Status
	2/20/2004	After comparing FY03 4th quarter report to FY04 1st quarter the What's New page is getting more usage than any other page. Will continue to compare the usage each quarter.	15 %	Green
	2/6/2004	Comparing FY03 4th quarter report to FY04 1st quarter report to determine which pages are being utilized at a higher or lower usage rate.	05 %	Green
	1/23/2004	Review existing web trend matrix to determine which pages are being utilize more frequently.	00 %	Yellow

20.2 Maintain current and relevant information to financial partners' user community.

			2/20/2004	Received an updated file from PEPS on community members. FP Staff and contractor will be updating the Portal with this information within the next three weeks.	15 %	Green
			2/6/2004	Create an action plan to ensure that current contact resource data is accurate. The plan should be completed by 2.10.2004.	05 %	Green

20.3   Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal.

			2/20/2004	Working to schedule an internal meeting to discuss the best methods for obtaining user community feedback.	05 %	Green
			2/6/2004	Working to schedule an internal meeting to discuss the best methods for obtaining user community feedback.	05 %	Green
			1/23/2004	Exploring various ways of attaining feedback from the community (list serve announcement, focus group, etc.)	00 %	Yellow

21   **FPS**   *Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.*

21.1   Review, evaluate, reconcile, and prepare performance reports.

			2/20/2004	90% of the annual reports submitted by States participating in the last LEAP/SLEAP award year are complete with no outstanding issues. The remaining 10% of the states with issues represent the most time consuming issues to address. These issues deal with the state's not meeting their matching requirements and/or the calculation of the base amount that is required for calculation for matching. Also included in the 10% is the Iowa appeal of the ED denial of LEAP/SLEAP funds for the last award year. The appeal is currently being worked with OPE.	90 %	Green
			2/6/2004	78% of the annual reports submitted by States participating in the last LEAP/SLEAP award year are complete with not outstanding issues. FPS continues to work with the States in the 22% to resolve outstanding reporting and matching issues.	78 %	Green
			1/23/2004	Initial reviews of annual performance reports are complete. Seeking resolution of issues associated with approximately 12 states. Issues range from conflicting information to LEAP/SLEAP Maintenance of Effort (MOE) funds matching requirements. Resolutions range from adjustments to the submitted report to complete resubmission.	70 %	Green

21.2   Prepare and submit clearance paperwork.

			2/20/2004	The LEAP/SLEAP Application is valid through the upcoming AY, so this process of OMB clearance for the next AY (05-06) is technically ahead of schedule. FPS has established monthly checkpoints for follow-up with OMB on the progress of the approval of the AY04-06 application and FPS will report that progress here.	95 %	Green

			2/6/2004	OMB clearance paperwork for the LEAP/SLEAP Application is complete and proceeding through the internal FSA clearance process. (Note: Current application is valid for AY 04-05) Awaiting OMB approval.	95 %	Green
			1/23/2004	OMB clearance paperwork for the LEAP/SLEAP Application is complete and proceeding through the internal FSA clearance process. (Note: Current application is valid for AY 04-05)	95 %	Green
		21.3		Review and approve applications from states. Obligate, generate, and mail grant award notifications to states.		
			2/20/2004	Developing application timing notice that is published annually in the Federal Register to alert states of the application deadline for the current award year. The applications for this award year are due from the states on 5.14.2004.	05 %	Green
			1/23/2004	Not Started - Application cycle begins June 2004	00 %	Green
22	FPS			Perform Voluntary Flexible Agreement (VFA) activities.		
		22.1		Perform cost neutrality analysis and provide results.		
			2/20/2004	Conducted conference call to discuss FSA calculated costs with Great Lakes Higher Education Corporation (GLHEC) on 2.10.2004. GLHEC is reviewing information and comparing it to the information that they maintain. If we agree on the assumptions, they will then forward the cost savings information that they maintain internally. M. Sutphin will conduct the remaining cost meetings with the California Student Aid Commission (CSAC) and the Texas Guaranteed Student Loan Corporation (TG) during the program reviews being conducted from 2.23.2004 through 3.5.2004. The goal will be to compile and reconcile all of the information on cost/savings and produce the annual report by 3.31.2004. Need to negotiate new milestone date with FP senior management and then present to FSA's COO and Management Council.	65 %	Red
			2/6/2004	Face to Face meeting was held on Thursday, 12.29.04, to discuss ASA calculated savings from their VFA agreement. With the exception of delinquency prevention data, all other data was used for the savings estimates is supplied by ED and should be easily reconciled. ASA compares their default and collection information to the industry to measure improvement. To account for overall industry improvement in a specific area, factors out industry improvements from their final overall improvement figures. Meetings with the remaining three VFA guarantors are tentatively schedule for this week and next, with an anticipated completion date of 2.13.2004.	55 %	Green
			1/23/2004	The initial phases of the cost neutrality analysis are complete. FP/CFO approached the analysis from a cash perspective using Forms 2000 GA submitted data. FP has contacted the VFA Guarantors as a whole and informed them of the the analysis and the need to partner over the next few weeks to review individually the results and identify potential savings to add to the results.	50 %	Green
		22.2		Prepare performance measure assessment and benchmarking reports.		

	Status Date	Comments	%Complete	Status
	2/20/2004	Investigating VFA cost saving measures that are maintained by the GA's as potential base for re-established performance measures. One advantage to this approach would be the simultaneous tracking of performance and performance rewards. Performance measures still remains as the weakest goal.	15 %	Yellow
	2/6/2004	Resources dedicated to begin this task in FY03 have demonstrated that they lack the necessary skill set and level to accomplish the task. FP Management is working to identify the correct resources to assign to the task. A meeting with FPS/CFO Senior Management to discuss VFA "hot topics" is scheduled for Friday, 2.6.2004.	10 %	Yellow
	1/23/2004	Resources dedicated to begin this task in FY03 have demonstrated that they lack the necessary skill set and level to accomplish the task. FP Management is working to identify the correct resources to assign to the task.	10 %	Yellow

22.3   Evaluate new applications for VFA.

	Status Date	Comments	%Complete	Status
	2/20/2004	Colorado results have been analyzed and a recommendation is being prepared for FP Management and the CFO. If approved, the remaining steps will be documented in a process that can be published by 3.31.2004 and used on the remainder of the evaluation of the MO proposal.	55 %	Green
	2/6/2004	FP is waiting on Colorado to provide the results of their evaluation of the ED supplied cost neutrality analysis. Latest information from Colorado, in response to FP's follow-up activities, indicates that they will provide results to FP the week of 2.2.2004. FP is documenting the time estimates for the remainder of the approval process, including review time by Congress.	35 %	Green
	1/23/2004	The initial phases of the cost neutrality analysis are complete for Colorado's proposed VFA. Colorado is in the process of reviewing the information supplied by ED. FP is using this process as a gauge to understand the steps necessary to evaluate and approve new VFA's. The process is being tested against the initial process that was documented in FY01. Corrections will be made to the documented process at the end of the Colorado trial. Missouri's application for a VFA agreement is following the steps being taken for Colorado.	30 %	Green

22.4   Foster effective working relations with guaranty agencies during scheduled site visits.

	Status Date	Comments	%Complete	Status
	2/20/2004	Using the opportunity granted by being onsite for program reviews at the California Student Aid Commission (CSAC) and the Texas Guaranteed Student Loan Corporation (TG) to meet with agency officials and continue developing relationships.	40 %	Green
	2/6/2004	Scheduled onsite visit and participation in the quarterly VFA Information Sharing session on 1.20-21.2004 by FP was cancelled due to other FP priorities. M. Sutphin confirmed invitation to next session tentatively schedule for May 2004 in Boston. All four VFA Guarantors expressed their appreciation for the approach we are taking on involving them with developing the cost neutrality savings information.	36 %	Green

| | | | 1/23/2004 | Ongoing - Scheduled onsite visit and participation in the quarterly VFA Information Sharing session on 1.20-21.2004 by FP was cancelled due to other FP priorities. Mike Sutphin held a conference call with all four VFA's attending the session on Wednesday, 1.21.2004 to communicate FP/FSA next steps regarding cost neutrality, validation of performance based fees, and upcoming compliance reviews. | 30 % | Green |

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23   **FPS**   *Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.*

23.1   As appropriate integrate ERM work with other FSA business units. Identify opportunities to integrate at the enterprise level.

			2/20/2004	FP and Schools Services have created a ERM Workgroup that will work together to improve and resolve issues relating to ERM. FP representatives from Washington and regional offices have been selected and notified of the next scheduled meeting.	15 %	Green
			2/6/2004	Meeting held on 1.15.2004 with FSA representatives to identify and discuss issues and opportunities relating to file index, paper retention, and misfiled documents within ERM.	10 %	Green
			1/23/2004	Con-call meeting held with FSA and ECMC representatives to discuss ERM since the new contract was awarded to ECMC.	05 %	Green

23.2   Analyze and evaluate the current use of the Electronic Records Management system within Financial Partners to identify improvements that would raise the effectiveness and efficiency of the system.

			2/20/2004	In preparation to revise draft work plan, FP staff were requested to provide a list of current issues and/or recommendations to improve ERM. Overall, the issues identified were related to 1) file index- add more categories; 2) mis-filed documents and 3) system related issue (ie. log-in, connections to server).	35 %	Green
			2/6/2004	A meeting was held on Tuesday, 2.3.2004 with the FP Deputy GM to review the draft work plan. Based on the review, the draft plan will be updated to reflect current status: 1) New contract awarded 12.2003; 2) Optika upgrade; and 3) Other Enhancements.	30 %	Green
			1/23/2004	Draft ERM work plan completed for FP. Was submitted to Kristie for review. Several options such as Optika upgrade will have to be coordinated with Schools channel.	30 %	Green

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24   **FPS**   *Promote effective and efficient communications internally and externally.*

24.1   Coordinate and enhance communications within Financial Partners as well as with the user community.

| | | | 2/20/2004 | See project level status for update. | 10 % | Green |

	Status Date	Comments	%Complete	Status
	2/6/2004	See project level status for update.	10 %	Green
	1/23/2004	Staff input suggested that pre-established monthly staff meeting would be most helpful so employees could schedule around them. Currently evaluating alternative ways to share current/accumulated information with community partners.	10 %	Green

24.2   Hold quarterly checkpoints for all areas of FP service concerning communications.

	2/20/2004	See project level status for update.	10 %	Green
	2/6/2004	See project level status for update.	10 %	Green
	1/23/2004	The Communications representative plans to meet with each unit within FP quarterly to discuss communications issues. Upcoming meetings are planned for February and March. This will allow staff members to discuss issues important to them.	10 %	Green

25   **FPS**   *Enhance program monitoring and oversight.*

25.1   Participate and provide Financial Partners Channel support for ED audit.

	2/20/2004	Met with FSA/CFO audit lead on 2.17.2004 to discuss coordinating Washington and regional FP staff for the audit. Reviewed again audit plan for FY04.	25 %	Green
	2/6/2004	FSA/CFO has not requested any assistance or held any meetings this week on the FY04 audit.	25 %	Green
	1/23/2004	FP has participated in two meetings with the FSA-CFO audit liaison to discuss and plan for the FY04 audit. Discussion centered around roles, responsibilities, communications, interim work, and crunch periods.	25 %	Green

25.2   Prepare and conduct program reviews of guaranty agency and lenders/servicers. Use results to determine technical assistance, future monitoring and oversight needs. Coordinate the interpretation of the code of Federal regulations with all elements of the Department of Education that include legal, policy, CFO, general managers and COO in performing our reviews and assessing liabilities.

2/20/2004	Generally we are getting the electronic data needed for preparation and pre-on-site analysis. The FY04 schedule includes 34 entities: 18 GAs, 12 servicers (several with multiple locations), and 4 Common Review Initiative (CRI) "pilot" visits with the GA community reviewers. In the first quarter, 2 servicers were completed, and 2 servicers with multiple locations were begun. For the second quarter, the first of the VFA GA's are scheduled (CSAC and TX), as well as 2 servicers and a GA (2nd Quarter total of 4 GAs and 2 servicers). For the 3rd quarter, 3 CRI, 7 GA and 3 servicer reviews are scheduled, and for 4th quarter, 1 CRI, 8 GA and 3 servicer reviews are scheduled. We are 6% completed in terms of completing pre-review and on-site visits. We are approximately 20% completed when considering receipt of the pre-review electronic information requested. Each region is assessing the review results (shared with all Regional Directors and FP-WDC monthly) as well as other issues and estimates finalizing the 2005 review initiative by 6.30.2004.	20 %	Green
2/6/2004	We continue to analyze FY03 Compilation Reports of findings and observations to identify any risks/trends that may be used to assist in upcoming reviews. We also continue with data analysis in preparation for upcoming reviews. The reviews will continue on at the end of this month when we visit Student Loan Marketing Association (Virginia) and the California Student Aid Commission.	20 %	Green
1/23/2004	The FY04 national program review schedule of guaranty agencies and servicers has been completed. Team Leads and team members have been assigned for all reviews. A preliminary schedule of "information sharing" conference calls has been developed to discuss review issues and results. Two of the 34 national reviews scheduled for FY04 have been completed. Site visits for 2 additional reviews have been made. Pre-review data analysis has begun for numerous other reviews. Compilation Reports of findings and observations for reviews conducted during FY03 have been issued and are being analyzed to identify risks/trends and will be used to assist in planning reviews.	20 %	Green

25.3   Analyze and collect third-party audit findings. Use results to determine technical assistance, future monitoring and oversight needs.   Utilize PEPS to integrate findings.

2/20/2004	FP staff is still in process of reviewing and analyzing lender audits as well as preparing Program Determination Letters (if applicable). Follow-up with lenders who are not in compliance is being conducted.	50 %	Green
2/6/2004	Review of Lender Audits: staff is reviewing and analyzing lender audits as well as preparing Program Determination Letters (if applicable). Thirty new lenders in the FFELP have been notified that the Department has not received their required lender audit. Follow-up with these lenders is being conducted to ensure that an audit is submitted to the Department.	40 %	Green
1/23/2004	Review of audits still in process.	40 %	Green

25.4   Utilize GA/lender scorecards to reduce risk and improve review process. Review and evaluate use of guaranty agency and lender scorecards.

2/20/2004	Both FSA and contractor staff are working issues resulting from changes to the LaRS which is impacting the Lender Score Card. A proposal has been prepared that identifies the level of effort necessary to resolve these issues. Load of the Annual Report into the FP Data Mart is progressing slowly. Only 7 of 36 reports have been submitted. A number of the Annual Reports have been rejected and this is prolonging the process. The original submission date was 12.1.2003. However due to checks and modifications it is taking longer and the submission date was revised.	22 %	Green

		2/6/2004	GA/Lender score program is being modified by the Financial Partners Data Mart contractor and the Power User Group: - The Regional Directors met via con-call on Tuesday, 2.3.2004 to discuss multi-lender processing issues with Anna Allen. She will meet with the data mart contractor to determine feasibility and cost. We are in the process of reviewing other problems related to validity of the scorecard, primarily as result of changes to LARS and multiple submissions of summary data on Parts 4 & 5. - Load of the GA Annual Reports into the FP Data Mart is still pending receipt of all reports and approval by Financial Partners (02.2004). Testing of the GA scorecard remains on schedule to begin after 03.2004.	21 %	Green
		1/23/2004	GA/Lender score program is being modified by the Financial Partners Data Mart contractor and the Power User Group: -Planned FY04 activity includes running a scorecard program that can process multi-lenders to determine risk analyses. Current production of the scorecard program allows running one lender at a time. Planned completion of the multi-lender program projected to be 09.2004. -The GA scorecard will be valid for testing after 03.2004. It was determined that the GA Annual Reports will not be loaded into Data Mart until they have all been received and approved by Financial Partners (02.2004). -From April thru September we will do production testing to determine data validity. In FY04, once a review is completed or prior to a review we will compare the outcome of the scorecard program to the actual review outcome.	20 %	Green

	25.5	Partner with guaranty agency community on the Common Review Initiative (CRI) process. Define Financial Partners Channel's role in CRI.		

		2/20/2004	A request for approval was sent to the GM on 2.4.2004. Staff has been committed to CRI reviews. The GM was briefed on Thursday, 2.12.2004 and will consult with OPE on the issue.	98 %	Green
		2/6/2004	The Regional offices have worked with CRI to develop a schedule which turns three of our national reviews into CRI reviews and includes staff on 2 additional reviews conducted in calendar year 2004 by the GA's under CRI. However, the CRI process has not yet been formal approved by FP. A request for approval was sent to the GM on 2.4.2004, Staff has been committed to CRI reviews. Approval for the proposed schedule is need from GM.	98 %	Green
		1/23/2004	The Regional offices have worked with CRI to develop a schedule which turns two of our national reviews into CRI reviews and includes staff on 3 additional reviews conducted in 2004 by the GA's under CRI. However, the CRI process has not yet been formal approved by FP. We are waiting for the CRI committee to accept changes to the CRI supplement guide in order to have the GM give formal approve to the process as a pilot for the first cycle. We will need to commit staff to the 3 additional reviews.	95 %	Green

	25.6	Conduct vulnerability assessment.		

		2/20/2004	FP Management is still determining which of its systems are best suited for this assignment.	00 %	Green
		2/6/2004	FP Management will determine by next reporting period which of its systems are best suited for this assignment.	00 %	Green
		1/23/2004	Will be reviewing this effort to determine scope, impact and define success measures.	00 %	Green

| 26 | **CFO** | *Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.* | | | |

| 27 | **CFO** | *Perform internal control reviews to enhance financial management.* | | | |

| 28 | **CFO** | *Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.* | | | |

| 29 | **CFO** | *Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.* | | | |

| 30 | **CFO** | *Manage FMS operations.* | | | |

| 31 | **CIO** | *Develop and deploy Enterprise Performance Test Architecture.* | | | |

32	**CIO**	*Provide Enterprise and Data Architecture management.*			
33	**CIO**	*Provide security and privacy support to FSA business units.*			
34	**CIO**	*Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.*			
35	**CIO**	*Support the FSA IT assets at the VDC with lines of service including, full and incremental backups, annual disaster recovery tests, disaster recovery location and services, quarterly capacity planning, annual penetration testing, test environment support, security, compliance to all appropriate FSA, ED, & Federal policies, regulations, statutes.*			
36	**CIO**	*Continue Enterprise Quality Assurance Program to support the FSA CIO in conducting systems assessments and evaluations consistent with best practices for Solution Life Cycle (SLC) and Capital Planning and Investment Control (CPIC) processes.*			
37	**CIO**	*Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.*			

		Milestone#	*Action Item*			
			Status Date	*Comments*	*%Complete*	*Status*

		37.1		Release GovLoans Gateway, a plain speak web site that educates citizens with links to federal agency and private-sector resources.		
			2/19/2004	On February 17-18, Human Factors International conducted usability interviews with citizens who are likely users of the GovLoans.gov web site, to get their feedback about the site's features and functionality. The interviews were based on a demonstration of a prototype of GovLoans.gov, and were conducted at the Bureau of Labor Statistics' Usability Lab.	35 %	Green
			2/5/2004	The GovBenefits program team met with Charlie Coleman and the GovLoans team to review the GovLoans.gov information architecture and web site design. In addition, the GovBenefits team briefed the GovLoans team on the integration of the GovBenefits and GovLoans development schedules to meet the April 29, 2004 release date for both sites.	25 %	Green
			1/23/2004	The GovLoans.gov working group continues to make progress toward finalizing website content and graphic design for GovLoans.gov's release	00 %	Green
38	**OMBD**	*Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.*				
39	**PL**	*Conduct reauthorization activities.*				
40	**PL**	*Policy Liaison Placeholder*				
41	**CMS**	*Plan and manage FSA conferences.*				

42	**CMS**	*Manage, develop and update content for FSANet.*			

43	**CMS**	*Manage controlled correspondence functions including FOIA, privacy and controlled mail.*			

44	**CMS**	*Develop and implement internal and external communications strategy.*			

45	**EPMS**	*Mature Enterprise-wide Procurement Plan.*			
		45.1	Complete market research to resolve plan issues.		
			2/20/2004	FEBI, data strategy and VDC market research is scheduled to be complete by March. Integration market research is already complete. A project team who will conduct market research for SAIG has been established.	70 %	Green
		45.2	Synch Plan w/BIG End State Vision.		
			2/20/2004	After market reseach is complete, the Plan will be revised to include decisions made.	20 %	Green

46	**EPMS**	*Develop acquisition workforce.*			

| 47 | **EPMS** | *Implement enterprise contract performance monitoring measures against new systems contract awards.* | | | | |

| | | *47.1* | Incorporate CSB into enterprise process. | | | |

| | | | 2/20/2004 | The Enterprise Process is still being established. Contractor support has been engaged to do a "Proof of Concept" with CSB to initiate the process. | 05 % | Yellow |

| | | *47.2* | Incorporate Integrated Front-end Delivery System (FEDS) into enterprise process. | | | |

| | | | 2/20/2004 | The Enterprise Process is still being established. The Front End Business Initiative (FEBI) is still in the early stages of acquisition. February 28, 2004 is not achievable. | 00 % | Red |

| 48 | **EPMS** | *Continuously update and monitor procurement internal controls.* | | | | |

| | | *48.1* | Establish monitoring and reporting process for government furnished property. | | | |

| | | | 2/20/2004 | A candidate with specific responsibility for FSA government furnished property management has been selected, and the hiring process has begun. Contact has been made with the ED Property Manager, and data is being exchanged on integrating the FSA property information into a Department of Education Asset Management System (scheduled for deployment in September 2004.) | 05 % | Green |

| | | *48.2* | Establish reporting process to monitor vendor performance. | | | |

| | | | 2/20/2004 | Person behind this initiative started work on Jan 12, 2004.   Initiating Contractor support to help plan and develop the enterprise vendor performance process, including performance reporting. | 05 % | Green |

| 49 | **EPMS** | *Increase contract dollars awarded to small businesses.* | | | | |

| | | *49.1* | Increase dollars awarded directly to small businesses. | | | |

| | | | 2/20/2004 | This milestone needs to be deleted. The milestone and the project are the same. | 40 % | Green |

| | | *49.2* | Increase dollars awarded through large business primes to small business subs. | | | |

| | | | 2/20/2004 | This milestone needs to be deleted. The milestone and the project are the same. | 40 % | Green |

| 50 | **EPMS** | *Continue to implement integrated project management oversight for FSA's system integration activities.* | | | | |

| 51 | **EPMS** | *Evaluate and implement selected project management standards based on the system development methodology (Solution Life Cycle).* | | | | |

| 52 | **EPMS** | *Restructure integration leadership support to transition the majority of responsibility to FSA staff.* | | | | |

| 53 | **EPMS** | *Prepare and continually monitor and report on the accomplishments of the High Risk Plan.* | | | | |

54	**AWSS**	*Deliver workforce development and support programs.*				
		54.1	Continue Intern Program.			
			2/20/2004	Website and manager request forms have been updated and submitted and will be online by February 27 to begin the recruitment process.	70 %	Green
			2/6/2004	We have begun the process of updating the website and manager request forms.	70 %	Green

	2/6/2004	There are currently 18 interns working in FSA. We will be recruiting new interns in February for the summer 2004 program.	65 %	Green
	1/23/2004	Currently there are 18 interns working in FSA. We will begin the recruitment procedures for the summer 2004 interns in February.	65 %	Green

54.2 Conduct FSA Orientation.

	2/20/2004	The "Training of Trainers" workshop was conducted on February 12, 2004. The attendees of this workshop were FSA NEOP presenters. The facilitator of this workshop provided techniques and strategies that enhanced presentation skills to ensure that presentations are relevant, interactive, engaging, polished, and supported. We are in the process of developing content for a video to be used during the FSA NEOP. Interviews for the video have been scheduled to begin during the week of March 15. A "Dry Run" of the NEOP revised material is scheduled for March 1. The first FSA New Employee Orientation Training is scheduled for March 17, 2004.	33 %	Green
	2/6/2004	Continued to make revisions to the FSA New Employee Orientation Program power point slides and booklet materials. The "Kick-off" meeting for the FSA Supervisor's Checklist Tool for new employees was held on February 4. A meeting with OCIO is scheduled for February 6 to discuss the FSA NEOP video revisions. The "Training of Trainers" workshop for FSA NEOP presenters is scheduled for February 12.	33 %	Green
	1/23/2004	The FSA New Employee Orientation Program (NEOP) will conduct quarterly training sessions for FSA new employees. The pilot classroom training session was conducted on December 9, 2003. Revisions to the NEOP materials are scheduled to be completed by February 13, 2004. The Supervisor's Checklist for the FSA New Employee's Team is scheduled to begin on January 28, 2004. The NEOP web site icon on FSANET will also begin development at this time.	33 %	Green

54.3 Implement results of One-ED Competitions.

	2/20/2004	Despite several inquiries, no additional information is being released regarding the competitive sourcing announcement.	00 %	Green
	2/6/2004	Award decisions on the proposals submitted for both the HR/Training and the Payment Processing competitions now projected to be made in the second quarter of FY 2004. We anticipate an announcement will be made within the next couple of weeks due to the recent passage of ED appropriations and recent discussions regarding who will make the decision.	00 %	Green
	1/23/2004	Target completion date is dependent upon the date of the Department's competitive sourcing awards.	00 %	Green

54.4 Update Skills Catalog/Learning Tracks.

	2/20/2004	We met with CIO on 2/9/04 and are in the process of updating their information to send back to them for review. We are also getting ready to start formatting the skills catalog document for easy reading and consistency.	45 %	Green

			Status Date	Comments	%Complete	Status
			2/6/2004	We met with Policy and CIO and are setting up review meetings. Updating the information in the skills catalog will have to be completed before beginning work on the learning tracks. We're hoping to have the skills catalog completely updated by 3/15/04. Once that is finished, the project will be at the 50% complete rate and we will begin working on the learning tracks. The change in the project completion percent from 65% to 40% reflects this decision.	40 %	Green
			1/23/2004	We are in the process of scheduling meetings with the remaining business units that have not been updated. They are: Policy Liaison & Implementation Staff, CIO, & ASEDS. We'll incorporate their changes to the catalog and then make the format changes based on comments from stakeholders and the management council.	65 %	Green
		54.5 Implement Workforce Alignment Strategy.				
			2/20/2004	As a consequence of delayed meetings caused by inclement weather and the family emergency of a key ASEDS manager, our 2/27/04 timeframe for decision making may be missed. We are presently in the process of evaluating impact and arranging for contract support beyond March 2004.	50 %	Green
			2/6/2004	All workgroups, except one, have completed their visioning and presented their recommendations. The final workgroup presentation is scheduled for 2/11/04. We have prepared a draft impact analysis which, when finalized will be used to finalize decisions about organizational structure and resource allocation. Our timeframe for making final decisions is 2/27/04.	50 %	Green
			1/23/2004	A key milestone for this performance objective is the completion of our visioning, and the development of a reorganization plan. This is presently targeted for March 2004.	50 %	Green
55	**AWSS**	*Perform facilities management activities.*				
		55.1 Implement facilities needs.				
			2/20/2004	Met with GSA on February 11 to review blueprints. Blueprints were approved and stamped. Cambridge can proceed on getting the building permit. GSA has given CAMCON an award letter for Phases I and II. They have received from CAMCON a proposal for Phase III which will be negotiated within the next two weeks. Once negotiated, GSA will send an award letter for Phase III.	80 %	Green
			2/6/2004	Coordinating Phase I and III buildout proposals/blueprints with GSA and Lessors.	90 %	Green
			1/23/2004	We are working with Cambridge to complete outstanding facility items over the next three months.	90 %	Green
		55.2 Coordinate security needs.				

Status Date	Comments	%Complete	Status
2/20/2004	Some of the items addressed during this period include the inoperable security gate on the east side stairwell, camera adjustments to better monitor the stairwells, and replace the main call box in the control center.	85 %	Green
2/6/2004	Contract with security contractor is now in place. Work orders are being issued for immediate security concerns.	75 %	Green
1/23/2004	We are working with OM to complete the installation of the new security system. OM expects to have the contract in place with the security contractor within the next few weeks. At that time, we will be able to submit the work orders to complete the immediate security concerns.	75 %	Green

55.3   Administer records management.

Status Date	Comments	%Complete	Status
2/20/2004	Continue to conduct interviews with records management contacts to prepare for the final inventory of FSA records. Received the first Records Management Inventory Report from ASEDS, External Training Branch. Since the initial request in Mid-December, FSA has assigned 80% of their records management contacts. OCIO will continue to conduct records management interviews.	45 %	Green
2/6/2004	A second request was sent to ASEDS requesting records management contacts. Since the initial request in Mid-December, FSA has assigned 70% of their records management contacts. We will continue to conduct records management interviews.	45 %	Green
1/23/2004	We are preparing for the final inventory of FSA records by conducting interviews with records management representatives. As interviews are conducted, the representatives will provide an inventory of the organization records within three weeks.	40 %	Green

55.4   Coordinate the distribution of the Transit Benefit program.

Status Date	Comments	%Complete	Status
2/20/2004	FSA is currently finalizing a draft survey to measure employee satisfaction of the transit benefit program.	90 %	Green
2/6/2004	Coordinating customer satisfaction survey with ED Benefit Transit Program personnel.	75 %	Green
1/23/2004	All smartcards have been deactivated and employees collecting transit benefits have been notified of the new collection benefit procedures.	100%	Complete

56   **CFO**   *Review Credit Reform estimates.*

Milestone#   Action Item

| | | | *Status Date*   Comments | *%Complete* | *Status* |

| 57 | **CFO** | *Develop trial balance capability for COD and CSB (operating partners) to facilitate and expedite the reconciliation process.* | | |

| 58 | **CFO** | *Support the implementation of Oracle Federal Financials Release 11i.* | | |

| 59 | **CFO** | *Implement automated budget funding entry solution.* | | |

| 60 | **CFO** | *Implement Forms 2000 additional enhancements.* | | |

| 61 | **CIO** | *Implement Enterprise Data Strategy initiatives.* | | |

61.1   Map current state and future state business flows of data, identify redundancy and determine where business data should be integrated.

| | 1/23/2004 | The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA on 11/17/03 for review and sign off. | 100% | Complete |

61.2   Develop requirements and initial design for common identifiers for schools and students.

| | 1/23/2004 | The RID High-Level Design was completed and submitted to FSA (11/14) for review and sign-off. | 100% | Complete |

		61.3	Develop an integrated data warehouse and Data Mart strategy.			
			1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA (11/17) for review and sign-off.	100%	Complete
		61.4	Develop technical standards, conventions and data management guidelines.			
			1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA (11/17) for review and sign-off.	100%	Complete
		61.5	Determine current data quality and establish a target state plan and quality assurance process.			
			1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA (11/17) for review and sign-off.	100%	Complete
		61.6	Develop an enterprise-wide extensible markup language (XML) technical architecture framework to enhance data sharing and standardization with our external customers.			
			1/23/2004	All components of this item, Technology Vision(123.1.12), Data Framework Specification (123.1.4), and Data Quality(123.1.5) were completed and submitted to FSA (11/17) for review and sign-off.	100%	Complete
		61.7	Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management and Oversight (eCMO), National Student Loan Data System (NSLDS), and electronic Campus-based systems.			
			2/20/2004	Held sub team kick-offs/initial working sessions for each of the sub teams. Worked on drafts of deliverables due 2/29 (Target Vision Functional Gaps Analysis- DRAFT, and Target Vision Enterprise Analytics Architecture Options Analysis - DRAFT). Held working sessions to review drafts of deliverables.	10 %	Green
			2/5/2004	Kick-Off Meeting 2/5 (rescheduled due to inclement weather on 1/27) Establishing core teams and schedules in line with deliverable deadlines.	05 %	Green
			1/23/2004	The task order to support the execution of this action item was awarded on 1/14. A team kickoff is planned for 1/27/04. Work planning and objective setting is underway.	00 %	Green
		61.8	Conduct market research to validate the feasibility of the target conceptual design (Option D).			
			2/20/2004	Kicked off the Data Quality effort with the FSA Lead, Jane Holman on 2/12/2004.	10 %	Green

			Status Date	Comments	%Complete	Status
			2/5/2004	Initiave Kick-Off Meeting 2/5 (rescheduled due to inclement weather on 1/27) Held Kick Off meeting with project sponsor; Began gathering additional requirements for XML registry 2.0 release; establishing signoff criteria for XML Core Component version 2.0.	05 %	Green
			1/23/2004	The task order to support the execution of this action item was awarded on 1/14. A team kickoff is planned for 1/27/04. Work planning and objective setting is underway.	00 %	Green

61.9 Develop the detail Data Quality Execution Plan.

			2/20/2004	Kicked off the Data Quality effort with the FSA Lead, Jane Holman on 2/12/2004.	10 %	Green
			2/5/2004	Kick-Off Meeting 2/5 (rescheduled due to inclement weather on 1/27) Establishing approach, identifying FSA experts for input.	05 %	Green
			1/23/2004	The task order to support the execution of this action item was awarded on 1/14. A team kickoff is planned for 1/27/04. Work planning and objective setting is underway.	00 %	Green

61.10 Develop a holistic XML Management Plan.

			2/20/2004	Working through logistics of a minor contract modification to expand the scope of the XML Framework component to include some additional Application related data exchanges within the Core Component modeling. Conitnued to revise XML Registry Design Documentation for 2.0 release.	05 %	Green
			2/5/2004	Initiave Kick-Off Meeting 2/5 (rescheduled due to inclement weather on 1/27) Held Kick Off meeting with project sponsor; Began gathering additional requirements for XML registry 2.0 release; establishing signoff criteria for XML Core Component version 2.0.	05 %	Green
			1/23/2004	The task order to support the execution of this action item was awarded on 1/14. A team kickoff is planned for 1/27/04. Work planning and objective setting is underway.	00 %	Green

62 **BS** *Begin the implementation of Common Services for Borrowers (CSB).*

62.1 Award contract.

| | | | 1/23/2004 | The contract for the CSB initiative was awarded to ACS, EDS, Ratheon, Pearson Government Solutions on November 20, 2003 | 100% | Complete |

62.2 Begin implementing Phase 1 of the FSA-approved transition plan.

			%Complete	Status
2/19/2004	Contracts -- All legacy contracts have been converted to CSB. FSA has received the first invoice under the CSB contract. The invoice includes 7 deliverables.		25 %	Green
	Development -- The project management status report has been developed and is currently under review by FSA.			
	Infrastructure -- The process for CSB security Certification and Accreditation (C&A) has begun. All hardware and telecommunications equipment has been ordered. 90% of the software (desktop for Customer Service Reps) has been ordered. The CSB transition team has begun sessions to charter six of the 13 integrated product teams (IPTs). The six IPTs are Loan Consolidation, CSB Web, Siebel, Common Services, Common Database Repository and Data Mart.			
	Operations -- Legacy operations continue. Efforts are underway to execute phase 1 of 3 transition phases to CSB.			
	Oversight -- The Independent Validation and Verification (IVV) system is not fully functional. It is operating at minimum level pending a task award from the GSA.			
2/6/2004	Transfer and termination of the Consolidation contract closeout will be complete by February 6, 2004.		15 %	Green
	FSA and the ACS team have formed Integrated Product Teams (IPTs) to manage the technical and operational work to be completed under the CSB contract. The review of business rules and requirements is underway. The first review was completed February 2, 2004. Comments from FSA IPT members were submitted to ACS on February 3, 2004. ACS is expected to respond to the comments within the week.			
1/23/2004	The consolidation contract was transferred to the CSB initiative in January 2004.		10 %	Green

63 ADS *Improve school partner oversight.*

63.1 Implement Trading Partner Management (TPM) system.

			%Complete	Status
2/20/2004	Both requirement gathering and market research continue. See milestones 2 and 6 for further detail.		42 %	Green
2/6/2004	Requirement-gathering and market research continue (Routing ID high-level design is complete). See milestones 2 and 6 for further detail.		38 %	Green
1/23/2004	Clarification: this multi-year project is expected to conclude in 2006. Target completion date refers to the Success Measures listed in 63.1, not to the system as a whole.		34 %	Green

63.2 Develop Consolidated requirements for TPM system.

		Status Date	Comments	%Complete	Status
		2/20/2004	Received Financial Partner Eligibility and Oversight As-Is Flow Documentation deliverable on 2/16/2004. Currently reviewing documentation for comments and acceptance. Received Non-Case Management Deliverable on 2/16/2004. Currently reviewing documentation for comments and acceptance. Financial Partner Eligibility abd Oversight High-Level Requirements Deliverable is ongoing and on track for 3/12/2004 submission.	67 %	Green
		2/6/2004	Financial Partner Eligibility and Oversight As-Is Flow Documentation is ongoing and on track for a 2/16/04 submission date. Non-Case Management (i.e. CSCC, LMS, OIG, OPE, etc) Deliverable of the High-Level Requirements is ongoing and on track for a 2/16/04 submission date. Financial Partner Eligibility and Oversight High-Level Requirements Deliverable is ongoing and on track for a 3/12/04 submission date.	60 %	Green
		1/23/2004	Includes the following major tasks: - Perform Gap Analysis to ensure all potential areas of Integrated Partner Management (IPM) have been included - Gather and document requirements for Non-Case Management Requirements deliverable via internal research and meetings with identified Subject Matter Experts (SMEs) - Gather information to create as-is flows for Financial Partner Eligibility & Oversight As-Is Flows deliverable via internal research and meetings with identified SMEs - Gather and document requirements for Financial Partner Eligibility & Oversight Requirements deliverable via internal research and meetings with identified SMEs - Complete PEPS functional analysis - Map eCMO requirements to PEPS high-level requirements	54 %	Green

	63.3	Develop enrollment high-level design.			
		1/23/2004	High-level enrollment design was completed 11/14/03. This deliverable relates to the mechanics of moving the "enrollment" function from SAIG to the Integrated Partner Management System when the latter comes up in 2006. ("Enrollment" in this context refers to setting up FSA systems to talk to the systems of new participants that need to send/receive FSA data)	100%	Complete

	63.4	Develop access high-level design.			
		1/23/2004	High-level access design was completed 11/14/03. This deliverable relates to the mechanism by which FSA (1) determines which external stakeholders - such as schools, servicers, and guaranty agencies - have a legitimate need for access to the ED systems that enable the administration of Title IV funding, and (2) monitors and manages such access.	100%	Complete

	63.5	Develop Routing ID (RID) high-level design.			

| | | | 1/23/2004 | High-level Routing ID (RID) for institutional partners completed 11/14/03. "Routing ID" refers to a new institutional numbering system that is flexible enough to cope with the rapid rate of change in relationships among entities or between layers of entities, in order to facilitate monitoring and ensure stakeholder accountability. Examples of such entities are (1) publicly traded school corporations that buy other schools but do not "brand" them with the owner's name, making accountability relationships harder to track, and (2) university systems with centralized cash drawdown but decentralized reporting. | 100% | Complete |

63.6 Select competitively a vendor to perform the conceptual design and development of the TPM system.

			2/20/2004	FEBI market research has been completed. Next steps are being determined.	42 %	Green
			2/6/2004	FEBI (Front End Business Integration) benchmarking visits and market research continue.	38 %	Green
			1/23/2004	The FEBI market research and discussions with Data Strategy Team, expected to conclude in February, will inform IPMS procurement solution. Note: Trading Partner Management System (TPMS) has been renamed Integrated Partner Management System (IPMS).	34 %	Green

63.7 Begin requirements gathering for eCMO.

| | | | 1/23/2004 | The eCMO target state deliverable was completed 8/29/03. What remains is to integrate these Case Management requirements with other stakeholder requirements. That integration is expected to be completed by April 30 and is tracked under milestone 63.2. | 100% | Complete |

63.8 Procure the design of a workflow tool for SEC.

			2/20/2004	Discussion/consideration continues in conjunction with FEBI and Data Strategy teams.	39 %	Green
			2/6/2004	Still under discussion, in conjunction with market research and business integration meetings.	35 %	Green

			1/23/2004	Still under discussion in FEBI and Data Strategy Teams:
				  - Should this tool be part of IPMS or another system
				  - How does workflow fit into FSA's enterprise data strategy
				Further market research to be determined by Data Strategy Team.
					31 %	Green

64 **ADS** *Improve the accuracy of applicant data.*

64.1 Improve the effectiveness of verification.

| | | | 1/23/2004 | FSA staff worked with one of its contractors, ORC Macro, to conduct an IRS statistical study using 2002-03 FAFSA applicant data and 2001 IRS data. The results of the study were used to refine CPS verification selection criteria for the 2004-05 application processing system, which became operational on January 2, 2004. The changes and refinements made to the CPS will help FSA better identify applicants who have made potential errors on their 2004-05 FAFSA. | 100% | Complete |

64.2   Restructure CPS to become a multi-year database.

| | | | 1/23/2004 | CPS successfully restructed and was fully operational on the target date of 01/01/2004. | 100% | Complete |

64.3   Implement ISIR Data Mart.

| | | | 1/23/2004 | Successfully implemented an Institutional Student Information Record (ISIR) Data Mart by January 1, 2004. | 100% | Complete |

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65   ADS   *Create a target state vision of a Front End Business Integration (FEBI).*

65.1   Conduct market research.

| | | | 2/20/2004 | Successfully conducted 14 market research sessions to gather ideas and information about best practices for integrated business processes and superior customer service. Subsequent sessions have been held within FSA to begin informing the draft Statement of Objectives for FEBI with the market research lessons learned. | 100% | Complete |

65.2   Issue CPS Statement of Objective (SOO).

| | | | 1/23/2004 | RFP issued in January 2004. Proposal due week of January 26th, with negotiations to follow. | 100% | Complete |

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66   FPS   *Re-engineer NSLDS (Pending Data Strategy Outcome).*

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67   ADS   *Prepare to implement IRS data match.*

FSA No	Area	Action Item	Status Date	Comments	%Complete	Status
68	**AWSS**	*Continue Learning Coupon program.*				
69	**AWSS**	*Provide Career Zone services.*				
70	**ADS**	*Increase Student Financial Aid program awareness.*				

70.1   Expand federal student aid awareness and outreach program.

| | | | 2/20/2004 | Met with OGC to clarify partnership issues and develop alignmentLocating resources to support the kickoff and team chartering | 10 % | Green |
| | | | 2/6/2004 | 1. Met with OGC to clarify partnership issues and develop alignment; 2. Locating resrources to support the kick off and team chartering. | 10 % | Green |

70.2   Develop and implement long-term mass marketing strategy.

| | | | 2/20/2004 | Usability study is progressing on schedule – specific focus of study defined and potential participants identified | 15 % | Green |
| | | | 2/6/2004 | 1. Usability study is progressing on schedule; 2. Draft communication strategy written. | 10 % | Green |

| 71 | **ADS** | *Reengineer EDExpress.* | | | | |

71.1   Conduct A & F Study with product registration.

		Milestone#	*Action Item*			
			Status Date	*Comments*	*%Complete*	*Status*
			1/23/2004	The Alternatives and Feasibility Study along with the Product Registration was delivered November 25, 2003	100%	Complete
		71.2	Link application processing to FAA Access.			
			1/23/2004	EDExpress for Windows 2004-2005 Release 1.0, which includes the Global, Application Processing and Packaging modules, was completed on 01/06/04 and posted [I.e., linked] to FSADownload on 01/12/04..	100%	Complete
		71.3	Implement Return to Title IV Web Release.			
			2/20/2004	Department of Education OCIO have reviewed the website for accessibility and had one finding. The finding has been fixed and returned to the Accessibility group for final testing. A final report should be available soon.Acceptance testing by FSA is scheduled to begin March 15th and run for two weeks. The final testing team has been approved.	90 %	Green
			2/6/2004	FSA Acceptance Testing is scheduled to begin in March, 2004. The development of this website is on schedule.	90 %	Green
72	**PL**	*Develop a Late Disbursement Approval and Tracking system.*				
73	**CIO**	*Develop FSA Security and Privacy Architecture Pilot.*				
74	**AWSS**	*Implement Leadership Excellence development training.*				